The role of FORS in protecting pedestrians and cyclists

Brake Fleet Safety Conference
19 May 2015

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Programme Manager - Freight & Fleet
Transport for London
Key issue – HGV safety and compliance

Over 70% of Police HGV roadside stops identify regulatory infringements
Key issue – Van safety and compliance

Over 50% of vans fail MOT first time
Key issue – Vulnerable road user safety

![Graph showing the trend in killed or seriously injured casualties from 1994-8 to 2012. The graph indicates an increase in casualties over time, with a significant proportion being vulnerable road users such as pedestrians, car occupants, and cyclists.](image-url)
The scale of the safety issue

• Tragically, between 2008 and 2013 55% of cycling fatalities involved an HGV
  • This includes a disproportionate number of construction and waste vehicles
• HGVs represent less than 4% of London’s road miles driven
  • 47% of HGVs in central London are construction vehicles
What is FORS?

- An industry led accreditation scheme aimed at raising standards in road fleet operations
- Helps fleet operators to achieve and demonstrate good industry practice
- Helps fleet operators to measure, monitor and improve performance
- Providing customer confidence in a compliant, safe and efficient supply chain
- Voluntary and open to any company operating vehicles across the country (and beyond)

➡️ Raising standards in:
- Road safety
- Environmental performance
- Operational efficiency
<table>
<thead>
<tr>
<th>MANAGEMENT</th>
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<tbody>
<tr>
<td>Responsibilities &amp; authority</td>
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<td>Competent Person</td>
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<td>Communication</td>
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<tr>
<th>VEHICLES</th>
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<td>Road worthiness</td>
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<td>Insurance</td>
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<td>Fleet performance</td>
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<th>DRIVERS</th>
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<tr>
<td>Training and assessment</td>
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<td>Driving at work</td>
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<td>Fitness and health</td>
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<tr>
<th>OPERATIONS</th>
<th>V</th>
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<tr>
<td>Routing and scheduling</td>
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<td>Transport control</td>
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<td>Fines and charges</td>
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FORS levels

**Bronze**
A fleet operator following demonstrating good industry practice - this is the entry level of accreditation

**Silver**
High quality fleet operator, committed to becoming safer, greener and more efficient

**Gold**
Exceptional fleet operator that has met specific targets and is continuing to improve in all areas of the standard
The accreditation process

1. REGISTER
2. AUDIT
   - PASS
   - FAIL
   - ACTION PLAN
3. PROGRESS
4. QUALITY OPERATOR
5. ACTIVELY COMMITTED
6. EVIDENCING IMPROVEMENTS
7. IMPROVE FLEET STANDARDS
## Routes to accreditation

<table>
<thead>
<tr>
<th>Accreditation Type</th>
<th>Applicability</th>
<th>Method</th>
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<tbody>
<tr>
<td><strong>SOCA</strong> Single operating centre accreditation</td>
<td>Operators wishing to have only one operating centre accredited or more than one operating centre accredited but who do not have the same policies and procedures throughout.</td>
<td>One audit is required at each operating centre</td>
</tr>
</tbody>
</table>
| **MOCA** Multi-operating centre accreditation | Operators with the same policies and procedures throughout.                                                                                                                                                  | **Audit requirements per operating centre(s):**  
  - 1–3: One audit each  
  - 4 – 15: Three audits  
  - 16+: 20% sample is audited                                                                                                                  |
| **WFA** Whole fleet accreditation | National fleet operators with 16 or more operating centres seeking to gain accreditation by demonstrating widespread applicability of the FORS Standard through an established internal transport management quality audit process. | **A four stage process is conducted by a Senior Auditor:**  
  1. Full FORS audit as per the SOCA/MOCA approach  
  2. Senior management declaration of scope and that procedures are consistent across the whole fleet  
  3. A review of the internal transport management quality audit  
  4. A witnessed transport management quality audit |
Who is FORS accredited?

- **Bronze**:
  - 2900 operators
  - 230,000 vehicles

- **Silver**:
  - 180 operators
  - 24,000 vehicles

- **Gold**:
  - 41 operators
  - 17,000 vehicles
Where are FORS accredited operators?

- **LONDON**: 33%
- **UK**: 66%
- **EUROPE**: 1%
Improving management skills

**FORS Practitioner:**

- 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
Improving driving standards

Driver CPC Training:
- Safe Urban Driving
- Staying Legal
- Green City Driving

E-learning modules:
- Road Safety
- Cycle Safety
- Van Safety
- Fuel Efficiency
- Kerbside Compliance
Improving compliance with the law

FORS operators are less likely to be involved in:

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

FORS operators have demonstrated:

- 41% reduction in injury collisions
- 25% reduction in total collisions
How TfL uses FORS

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.
## TfL Contractual Requirements

<table>
<thead>
<tr>
<th>TfL WRRR Requirement</th>
<th>Van &lt;3.5t gvw</th>
<th>HGV &gt;3.5t gvw</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achieve and maintain FORS bronze accreditation</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>An appropriate system in place for collision reporting</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>All drivers have licence checks at regular intervals through DVLA</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>All drivers undertake approved training in Safe Urban Driving</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Bear prominent blind spot warning signage</td>
<td>NA</td>
<td>✔️</td>
</tr>
<tr>
<td>HGVs fitted with side guards (under-run protection) including exempt vehicles</td>
<td>NA</td>
<td>✔️</td>
</tr>
<tr>
<td>HGVs fitted with equipment for eliminating / minimising blind spots</td>
<td>NA</td>
<td>✔️</td>
</tr>
<tr>
<td>HGVs fitted with audible means of warning other road users of left manoeuvres</td>
<td>NA</td>
<td>✔️</td>
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Quality fleet operation

The Service Provider shall within 90 days of the Contract Commencement Date:

- Register for FORS
- Attain the standard of Bronze Accreditation (or higher)
- Maintain the standard of Bronze Accreditation by way of an annual independent assessment
The Service Provider shall ensure a system is in place to ensure all drivers:

- Hold a valid driving licence for the category of vehicle that they are tasked to drive
- Have their driving licence checked with the DVLA before they commence delivery of the Services
- Have driving licence check repeated in accordance with an approved risk scale
- Undergo approved training covering the safety of vulnerable road users and on-cycle hazard awareness
Vehicle safety requirements

The Service Provider shall ensure that every Lorry, which it uses to provide the Services, shall have:

- Side Guards
- Front, side and rear blind spots completely eliminated or minimised as far as practical and possible,
- Equipment fitted with an audible means of warning other road users of the Lorry’s left manoeuvre
- Prominent signage to warn cyclists and other road users of the dangers of blind spots
The Service Provider shall:

- Ensure that it has a system in place to capture, investigate and analyse road traffic collisions
- Provide a Collision Report within 15 days of the commencement date
- Provide an updated Collision Report within five working days of a written request
‘Top tips’ for contracts managers

Ensure you understand the WRRR requirements

Check WRRR clauses are included in your contract

Ensure all relevant suppliers are compliant

Suppliers to check their supply chain

Make use of the resources available

Share the TfL advice with your suppliers

Check the supplier self-certification compliance form has been completed by your supplier

Check the list of FORS accredited companies on the FORS website

Ensure WRRR is included as a regular agenda item

Look out for updates via bulletins, e-mail communications, Source articles

Seek further information and advice (if required)

*Mayor of London*
## Compliance toolkit

<table>
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<tr>
<th>Resource</th>
<th>Description</th>
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<tbody>
<tr>
<td>WRRR requirements</td>
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<tr>
<td>Example letter to suppliers</td>
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<tr>
<td>Supplier self certification form</td>
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<tr>
<td>Compliance check and non-conformance</td>
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<td>Driver non-conformance notification</td>
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<td>Compliance information leaflet</td>
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<tr>
<td>Compliance vehicle check poster</td>
<td>Example of contractual clauses suppliers can use in their supply chain</td>
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It's not just TfL
Why the construction industry use FORS

…it can be seen that the blindspot on the mixer is 50% greater than that of the curtain side
Page 15

…the management of work-related road risk clearly lags behind the management of more general health and safety
Page 10

…there is a need for adherence to a nationally recognised standard on work related road safety
Page 22
Industry led engagement

Industry bodies

Clients

Logistic operators

Contractors

Regulatory bodies

Vehicle manufacturers
CLOCS workstreams

1.1 Increased availability and uptake of new lorries with 100 percent all round vision and maximum driver direct vision

1.2 All existing lorries are fitted with appropriate all round vision equipment as standard

2 For work related road safety cultures within construction logistics operations to be considered as important as that of health and safety culture on construction sites

3 A common standard for the construction logistics sector that enables transparency and ownership of work related road risk for developers, their clients and construction logistics operators.

Informing FORS  Recognising FORS  Applying FORS
How the construction industry uses FORS
Generating consistent standards

• CLOCS Working Group has defined the most effective solutions to meet the CLOCS Standard

• Solution set includes a range of guidance documents, toolkits and services

• Standard default solutions cover the operation, vehicle and driver requirements of the CLOCS Standard
CLOCS standards in contracts

CLOCS Guide
Managing work related road risk in contracts

CLOCS Guide
Managing supplier compliance

Compliance Toolkit
www.clocs.org.uk

MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS
CLOCS standards in operations
Its not just London

Implementation of CLOCS Standard

- 25 + clients championing standard
- 300 + sites in scope for construction in 2015 with further 3,000 through utilities
- Majority require compliance from new contract award with some from 90 days
- Cycling Ambition Cities recognising the importance of CLOCS and FORS
FORS is the Yin to the CLOCS Yang

Commercial Motor February 2015
Summary – who is in your supply chain?

Immediate prohibition
18T skip lorry seized due to:

- Driver having an expired driving licence
- Vehicle having significant mechanical safety defects
Questions

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