

# ANNUAL

# REVIEW



# 2020

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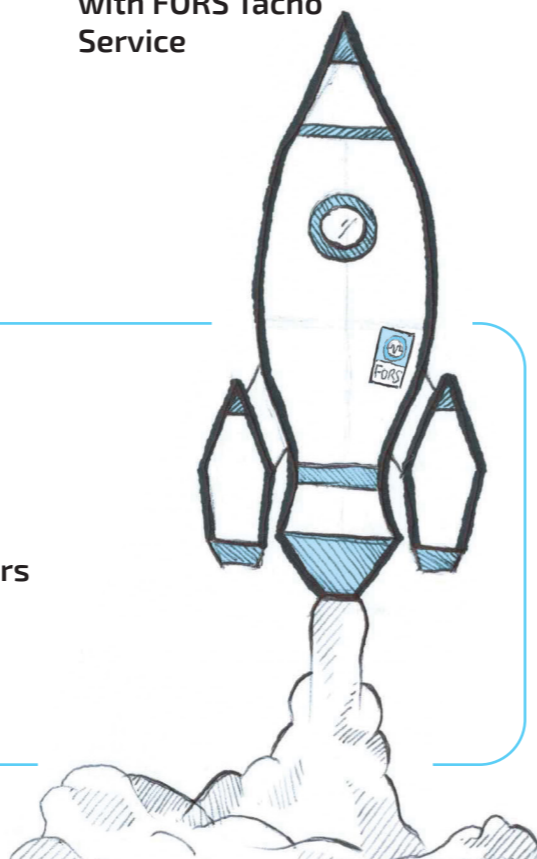
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## ARE YOU LOOKING FOR A BOOST?

FORS has been providing tangible benefits for operators for 12 years. Enhanced safety, improved efficiency, a positive impact on our climate – together delivering lower operating costs, a boost in productivity and an upturn in business opportunities.



# WELCOME TO THE 2020 FORS REVIEW

Over the course of 2020, FORS members have had to react and adapt to the disruption of the coronavirus pandemic. All our lives have been impacted in one way or another forever and the eventual outcomes are still unclear. The resilience of supply chains and those that work in them has of course shone out. The public has, perhaps for the first time in a long time, recognised the fundamental way in which transport operators underpin our health and well-being. The transport industry can be proud of what it has done and will continue to do for us all.

Our 2020 FORS Annual Review is a record of the achievements of FORS members through the pandemic and the ongoing commitment to the very best operational practices and safe and secure operations. The appetite for skills development has not abated – some 5,000 places were filled through the new FORS Professional virtual classroom. The appetite for recognition has not abated – despite the necessary suspension of Bronze audits, more than 3,838 have been completed over the year, many using the new remote Bronze auditing facility. The appetite for progression has not abated – at the end of 2020, 1,692 organisations achieved or maintained their FORS Silver and Gold status.



JOHN HIX  
FORS CONCESSION  
DIRECTOR

The adaptations FORS itself has made in response to the pandemic are recorded in this report. The team has sought to innovate, respond to members' situations and learn new ways of delivering FORS. The Governance and Standards Advisory Group (GSAG) has continued to 'meet', forming a seasoned and valuable sounding board for the Standard and its supporting tools and guides.

Thank you to all FORS members, Champions, Associates and Affinity Partners. Please enjoy reading your annual review.

SAFER

SMARTER

GREENER

# FORS members going above and beyond during the pandemic

**2020 was a challenging year** to navigate for all of us, with communities from all backgrounds coming together to help the fight against COVID-19. Freight operators and their drivers turned up for work and kept the country moving despite difficult circumstances, delivering supermarket goods and medical supplies, and carrying home deliveries.

During these unprecedented times, FORS members not only continued to support the nation as essential workers, but they went 'above and beyond' to support the NHS staff and show appreciation for their efforts to overcome the many challenges brought on by the virus. We would like to take this opportunity to thank our members and highlight some of the remarkable work and support they have been providing. Your collaborative efforts have been inspiring to all.



**Wilson James** coordinated all the construction logistics for the NHS Nightingale Hospital in East London and supported the NHS supply chain with the delivery of essential medical items.



**Powerday** teamed up with London Irish Rugby club to support the vital work of the NHS during the pandemic. They made and delivered 25,000 meals to frontline NHS staff working under immense pressure in London and local hospitals.



**Jointline Ltd** and FORS associate Dawes Highway Safety showed appreciation during the pandemic with 'Thank you NHS' road markings and design panels.



**Roadmarking Excel Ltd** supported the nations appreciation for the NHS through transforming the roads by applying 'Thank you Key Workers' road markings.

# FORS Virtual race for charity

**M**uch like the rest of the UK, the FORS team has had to adapt to the changing situation by implementing a work from home setting. This presented a team building opportunity to not only keep the team active during lockdown, but also to raise money for two UK charities – Mates in Mind and Nottingham Hospitals Charity. FORS is an official supporter of the national charity Mates in Mind and champions their mission to prioritise employee mental health as a staff safety issue.

The FORS team undertook a 'Virtual race across the UK' fitness challenge during the summer of 2020. The FORS team cycled, walked and ran to clock-up **2,613 miles** in a two-week period surpassing the 2,575 mile virtual route across the UK. Starting from, and finishing at the FORS office in Croydon,

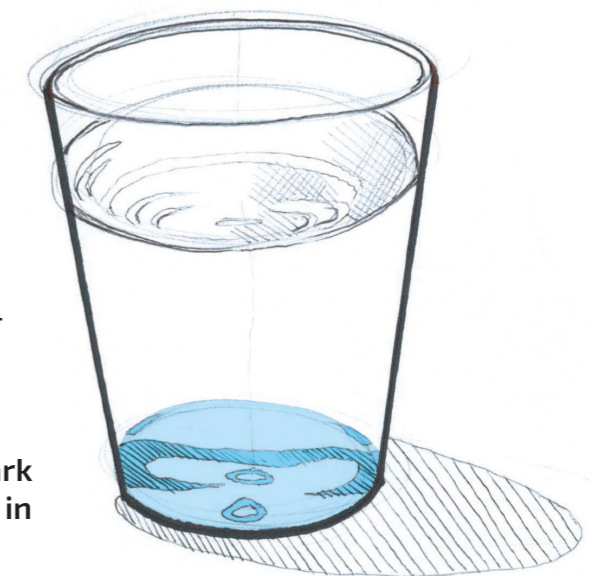
the team 'virtually' travelled around the UK via 16 check points based on the locations of some of our members including Exeter, Cardiff, Holyhead, Cork, Ballycastle, Glasgow, Inverness, Aberdeen, Newcastle, Altrincham, Birmingham, Norwich, Margate and Brighton.

In total, the FORS team **raised over £2,195** split between both charities thanks to the generosity of members and the general public.



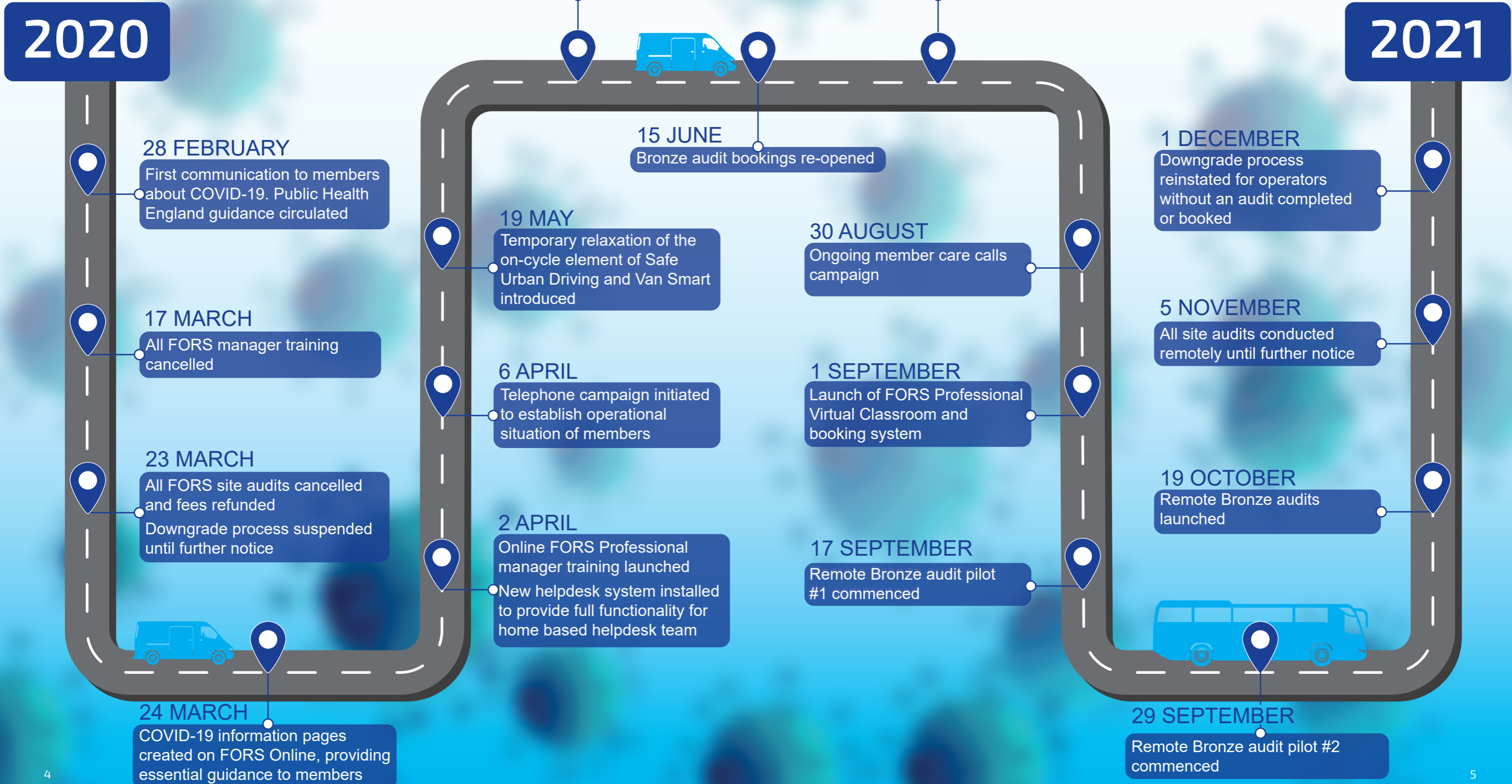
## FORS: pure and simple

FORS – the Fleet Operator Recognition Scheme – is committed to best practice; pure and simple. Safer drivers, smarter operations, a cleaner environment for everyone, and, with more and more contracts specifying FORS as the benchmark for best practice, FORS membership can put you in the shop window for new business wins.



# Coronavirus - The FORS response

In February 2020 when FORS issued its first communication to members about coronavirus nobody could foresee the huge response the pandemic would demand from the FORS community. As well as the many activities charted on this page, work on version 6 of the FORS Standard was suspended and it will now be published in the autumn of 2021 for implementation in 2022.



# Auditing - Working with you in challenging times

**T**he FORS Bronze audit is at the heart of FORS accreditation, and being site-based means that in many ways our auditors are the 'face of FORS'. The necessary stand down in site auditing following the announcement of the first COVID-19 lockdown in March 2020 severed that important link between the auditor and the member. The team responded quickly, developing guidelines for both auditees and auditors to conduct site visits as safely as possible and on 15 June 2020 the Bronze audit booking system was re-opened.

In addition to the resumption of site audits, a Bronze remote audit process was conceived, developed and piloted using a combination of web conferencing and a new online portal for uploading evidence. Following member feedback from the initial pilot and technical and procedural updates, the Bronze remote audit was launched on 19 October 2020. Whilst a remote audit can never completely replicate a site visit with its

detailed interaction between auditor and auditee, FORS members have embraced the development. With the subsequent COVID-19 lockdowns throughout the UK once again suspending site audits, by the end of the year over 36 per cent of Bronze audits had been completed by remote means – an amazing achievement.

In 2020 we welcomed DEKRA Automotive as the third FORS audit provider alongside DriveTech and Fleet Source.

At the end of the year DEKRA had 27 auditors working across the UK and the FORS team is looking to onboard more Audit Providers in 2021. As well as working to support the FORS Audit Providers, the FORS compliance team performs the necessary duties to ensure FORS members adhere to their accreditation commitments. As well as checking the Traffic Commissioner Applications and Decisions, the team investigates a wide range of 'complaints'. These range from appeals against audit outcomes to reports from contract

specifiers about compliance issues. The team works to the rules and sanctions set out in the Compliance and Enforcement Guidance and all members are encouraged to be familiar with this document which includes the appeals and complaints escalation process. Whilst no cases were referred to the Governance Advisory and Standards Group in 2020, there were 95 appeals against audit decisions of which 45 were upheld. 240 complaints against members were investigated and 25 members received periods of suspension from the scheme whilst another five were terminated from FORS. These were notified to interested parties via the Specifier Alert email system.

A system of enhanced audits is used to help operators that have been subject to compliance action to focus on the areas of corrective action. Seventeen enhanced audits were undertaken with 14 companies in 2020. There were 17 members that regained their accreditation after undertaking one or more enhanced audits.



## BADGE OF HONOUR

More and more contracts are specifying FORS - the Fleet Operator Recognition Scheme - as the clear route to a safe and efficient road transport supply chain. For 12 years, FORS has proudly worked with operators to drive up standards, making commercial vehicles and the complex environments in which they work, safer, smarter, and greener, for everyone.



**3,838**  
Bronze audits conducted



**2,352**  
Silver audits conducted



**372**  
Gold audits conducted

**45** out of **95**  
audit appeals  
were upheld



**17**  
enhanced audits  
undertaken



# Training - Making the shift to virtual delivery

**C**hampioning the professional development of members has always been a core element of FORS and this has continued in 2020. The pandemic presented us with the opportunity to challenge the way we deliver training and to make some long-standing improvements to our training offer.

The pandemic had a significant impact on our training provision. By 2 April 2020 FORS had moved all its manager training to online learning. This has proved to be a massive success, with 244 webinar courses delivered between April and December. Webinar training allowed delegates to reduce their emissions and save both time and money. It has also been easier to add additional webinars where required allowing more delegates to be trained and reducing waiting list times.

2020 saw the launch of new training courses and eLearning. In January, FORS launched Pedestrian Safe, an new safety eLearning module aimed at educating drivers on the specific dangers pedestrians face and how to protect them. The module was completed by 29,420 people in 2020 – an impressive figure that shows drivers' commitment to improve the safety of vulnerable road users'. FORS also launched new Time Smart training for managers, comprising a toolkit and two interactive webinars, Fatigue Management and Drivers' Hours Management.

Immersive interactive training was introduced in 2020 as an additional training option for HGV and van drivers who must undertake training on road risk and the safety of vulnerable road users at FORS Silver. This uses drama-based multimedia, virtual reality or other

mixed reality to help attendees understand the road from different perspectives. We look forward to seeing how this develops throughout 2021.

We were also proud to launch the new FORS Professional Virtual Classroom, designed to enhance the online learning experience. Learners can now see each other and the trainer, making the experience more interactive. The platform also includes an assessment at the end of each webinar to verify that the learning objectives have been met.

September also saw the launch of the new FORS Professional Booking Platform. This has made it easier to book and pay for FORS training with members now able to select and book several courses at once rather than having to make multiple bookings. It is also easier to swap or cancel courses if required. Feedback from the Booking Platform and the Virtual Classroom has been overwhelmingly positive.

A significant milestone was also achieved in 2020 as we trained our 2,000th FORS Practitioner. In total 386 Practitioners qualified in 2020, bringing the total number of FORS Practitioners to 2,272 since the first qualification was awarded in 2012.



FORS member **Emily Collins** from MEMS Power Generation became the 2,000th qualified FORS Practitioner. Pictured with Ian Coffey

**283,092**  
eLearning modules  
undertaken



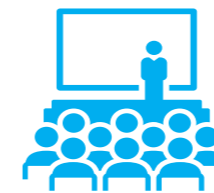
**54,770**  
security and counter  
terrorism eLearning  
modules undertaken



**29,420**  
pedestrian Safe  
modules undertaken



**244**  
webinars and 97  
classroom courses



**386**  
FORS practitioners qualified  
(2,272 Practitioners qualified  
in total)



**38**  
driver training  
courses undertaken



“

This was my first FORS training session and I found it really informative and interesting. I'm new to the road haulage industry and found this course was really engaging. Paul was really informative and was great at trying to get us all involved - which is a hard job with everyone joining remotely. Thank you very much! I look forward to the next course I attend"

**Amy Hubbard, Sovereign Logistics Ltd**

“

This webinar was very informative and helped me learn a lot"

**Katie Haslam, Gerrards of Swinton Ltd**



Training  
Information  
Knowledge

## Governance update

**T**he handover of the **Governance and Standards** aspects of the scheme to Steer took place in 2020. The new team at Steer are now fully in-post and have hit the ground running, having convened their first Governance and Standards Advisory Group (GSAG) meeting in October 2020 and restarted the Professional Development Working Group in November 2020. They take over from the Chartered Institute of Logistics and Transport (CILT) who had been responsible for FORS Governance and Standards since the concession started in 2015. FORS would like to thank CILT for all their efforts during that time including the evolution of the FORS Standard across the various version numbers since 2015.

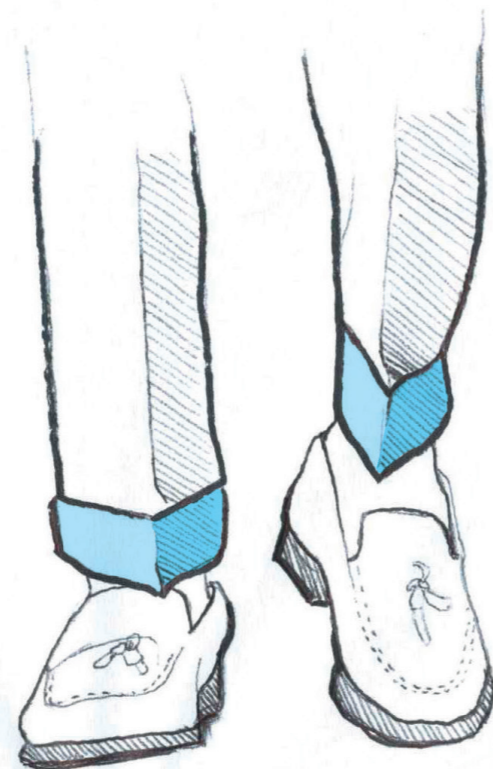
One of the key milestones that came out of GSAG over the last 12 months was the decision to allow mixed accreditations as part of managing the scope of members' accreditations.

Mixed accreditation provides Bronze and Silver organisations with the opportunity to have only part of their fleet and drivers accredited to higher levels (Silver and Gold) allowing access to more opportunities where contracts stipulate FORS Silver or Gold accreditation. Mixed accreditation is about offering flexibility to members in demonstrating how their transport operation goes above and beyond industry best practice for safety, efficiency and environmental protection.

Steer Governance and Standards will also take over responsibility for delivering the FORS training approvals and licensing management from Transport for London in April 2021, and are currently updating this function to ensure it is commercially sustainable. The Standard Version 6, having had its launch deferred from autumn 2020 due to COVID-19, is also due to be published in the second half of 2021 for implementation in 2022.

## Business opportunities - looking for an upturn?

FORS has been providing tangible benefits for operators for 12 years. Enhanced safety, improved efficiency, a positive impact on our climate – together delivering lower operating costs, a boost in productivity and an upturn in business opportunities.



## GSAG members helping shape FORS in 2020

FORS would like to thank the following organisations who made up the FORS Governance and Standards Advisory Group (GSAG) in 2020.



# Marketing - FORS hitting the headlines

Keeping our members up to date with the rapid pace of change in the scheme was more important than ever in 2020. Through the pandemic, FORS has continued to grow its marketing presence using a mix of social media, press releases, articles and editorial and regular eNews bulletins to members.

## Social media



**5,630**  
FOLLOWERS

**1,098**  
LIKES

**608,357**  
TIMES SEEN



**12,757**  
FOLLOWERS

**4,807**  
NEW FOLLOWERS

**754,928**  
TIMES SEEN



### Key topics - Spring:

- How zero emission buses are growing in popularity
- The importance of having a healthy body and healthy mind
- A special spotlight on FORS accredited operator Meadowhall Transport

### Key topics - Summer:

- Guidance on buying used trucks
- Avoiding wheel-loss
- COVID-19 impact on vulnerable road users and commercial vehicle drivers

### Key topics - Autumn:

- Recycling trends and why refuse collection vehicle fleets are going green
- Telematics technology and new tracking features
- Electric avenues for truck manufacturers moving towards alternatively powered vehicles

### Key topics - Winter:

- Latest developments in the UK's plan for Clean Air Zones (CAZ)
- Stay at home orders and the impact of increased demand for doorstep deliveries
- What 2021 has in store for the bus and coach sector, one of the markets hit the hardest by the pandemic

## FORS website

**5,846,185**  
PAGE VIEWS

**927,924**  
WEBSITE HITS



## Gold members



**Quattro Plant Ltd** is an infrastructure specialist, based in Stratford London, providing professionally operated equipment and services to the rail, road and construction industries across the country. *"FORS is at the forefront of safety initiatives and continues to drive improvements within the industry"* - Kevin Mc Glinchey, Transport Manager



**H.D. Ricketts Ltd** is a family run business that strives to be the largest haulier and supplier of sand and gravel in the West Midlands, supplying some of the biggest names in the building industry and taking part in some of the country's biggest construction projects such as the M6 Toll Road. Since joining FORS, the company has seen a 6.7% reduction in fuel usage as well as an 18.75% reduction in road incidents.



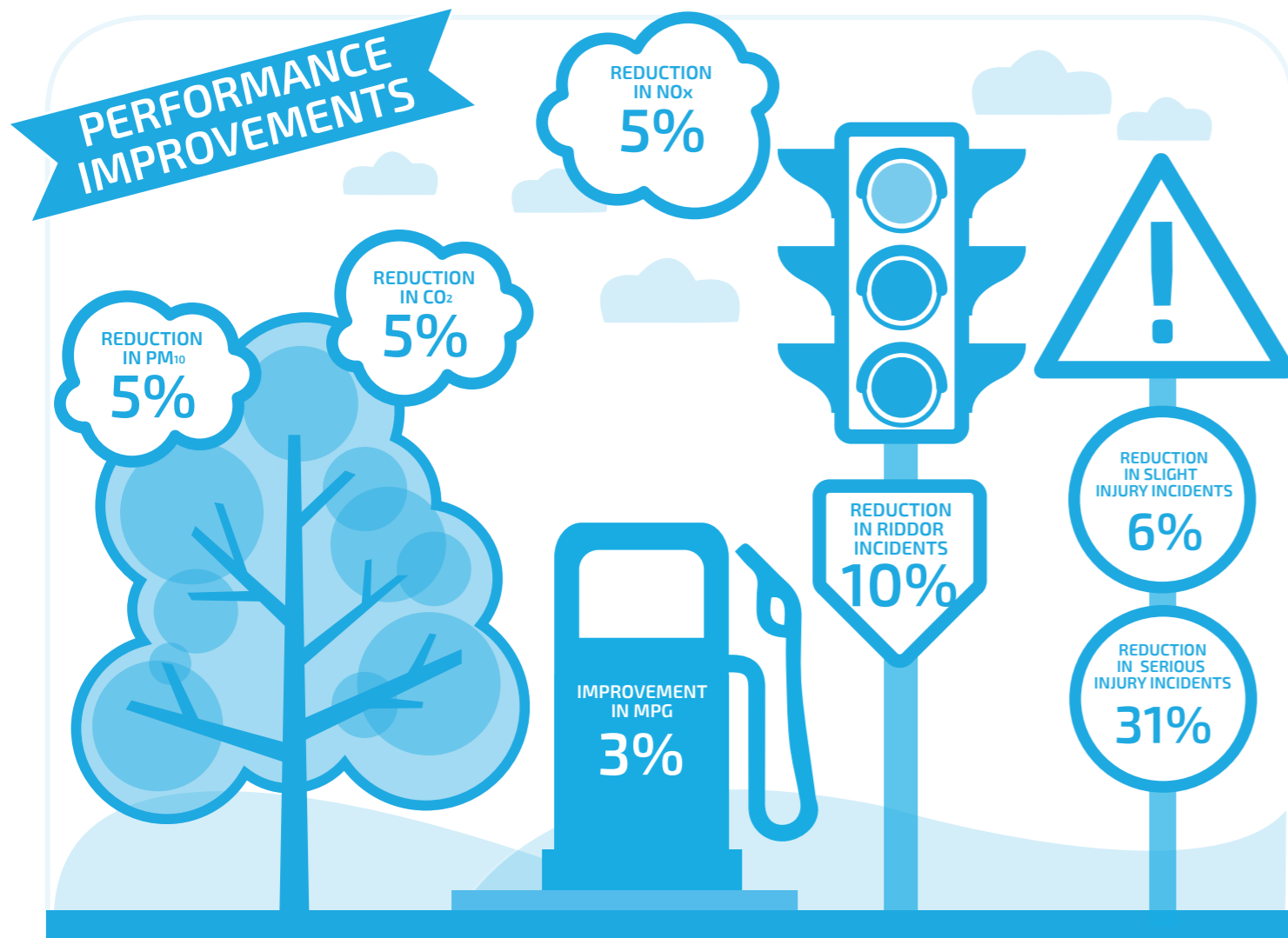
**JCS Transport Consultancy** was set up by Managing Director Jamie Campbell, a Fellow of the Chartered Institute of Logistics and Transport. Based in Leatherhead, Surrey, the company helps fleet and road transport operators stay compliant with current legislation, gain the correct type of licence and FORS accreditation needed to keep their vehicle operations legally compliant. Since going FORS, the company has seen a 4.84% reduction in fuel usage.



## Performance data - FORS members on the move

**C**ompliant and environmentally friendly fleets continue to be at the forefront of the agenda, despite the many challenges our members faced during 2020. As organisations adapted, and continue to adapt, to the changing environment, the emphasis on implementing best practice is critical to ensuring fleets operate efficiently and economically. This not only ensures operators continue to be industry leaders,

working to standards above the legal minimum, but ensures they are doing their part to protect the environment. The energy from the industry around the technological development of fleet vehicles continues to grow. As members seek to explore the alternatively fuelled vehicle market, this can only continue to push forward the great performance improvements members have experienced during 2020.



Based on performance data submitted for Silver and Gold audits between 2019 and 2020. Total improvement based on totalling submitted data as one record based on 548 Silver and Gold operators, 720 data records and 7,499 average vehicles between submission years.

## Helpline - New Look for 2020

**I**n 2020, the FORS Helpline undertook significant change in order to adapt to the unprecedented circumstances presented by COVID-19. Following advice from the UK Government to work from home, the FORS Helpline did exactly that, with each member of the team now set up remotely to seamlessly continue supporting members with their accreditation.

A new phone system has been introduced allowing for calls to be handled remotely. Since then the Helpline team has gone on to handle 16,758 calls and since mid-August has responded to 9,251 emails. The Helpline team would like to thank members for their support and

patience whilst this transition took place. As part of supporting members with their accreditation, the Helpline team continued maintaining the FORS FAQs page, including creating a new page relating to specific questions regarding COVID-19. This has helped members to quickly find out answers to common questions without the need to contact the Helpline.

On top of the regular communications with members, the Helpline team conducted progression calls to ensure members were supported through these challenging times in maintaining their accreditation and booking and completing their audits.



# Management made easy with FORS Tacho Service

In 2020, FORS launched its fifth Affinity Partner product, FORS Tacho Service. This new tachograph analysis service helps members with accurate and streamlined driver and vehicle data reporting. FORS Tacho Service features cutting edge software provided by Transport Data Interchange (TDi).

TDi provides market-leading, cloud-based solutions to the transport and logistics industry and has provided tachograph analysis for over 30 years. TDi's latest generation of software aims to provide the most advanced, modern solution available to transport operators.

FORS Tacho Service is built on TDi's Disc-check, a Software as a Service (SaaS)

solution, which is hosted securely online and is available at discounted rates to FORS members.

Members are encouraged to choose FORS Tacho Service as it fulfils FORS Bronze requirement 'D7 Working time and drivers' hours' of the FORS Standard.



## FORS Tacho Service provides a number of key benefits to members:

- Easy to use software
- Reduced infringement rates
- Modern, intuitive tachograph analysis platform
- Increased accuracy and streamlined reporting process
- Comprehensive suite of features, securely accessible from anywhere and on any device
- Reduced administration time

## FORS + YOU = SAFER TRANSPORT

Let's sum it up. You don't need a complex equation to learn the benefits that FORS can bring to transport operators of any size.



# Avoid fatigue - become Time Smart

In August 2020, FORS launched Time Smart as the latest addition to the FORS Professional training portfolio for managers. This comprises of a toolkit and two interactive webinars, Time Smart – Fatigue Management and Time Smart – Drivers' Hours Management. Driver safety is crucial for all road transport operators and is a guiding principle that sits at the heart of FORS. Effective time management, as explored in the new FORS Time Smart toolkit, will ensure members are able to fulfil their legal obligations to driver fatigue management and improve the safety of their drivers and all road users.

The toolkit provides easily applied practical advice and resources, along with internal communication materials. It has been designed to help supervisors and managers, responsible for all vehicle types, adopt industry best practice regarding both fatigue and drivers' hours management. The information allows FORS operators to understand how to meet the requirements for drivers' hours and driver health at FORS Bronze.

The toolkit is for all fleet operators who have responsibility for planning and managing drivers and their vehicles. The toolkit supports the two interactive webinars available for managers to attend free of charge.

FORS Professional Time Smart – Fatigue Management highlights the factors that can influence fatigue, outlining the responsibilities a company has in managing

fatigue, including details on the legislative requirements of fatigue management. This module is suitable for managers of all vehicle types.

FORS Professional Time Smart – Drivers' Hours Management provides an overview of EU drivers' hours, UK hours and AETR regulations, details on which tachograph recording equipment must be used, how best to record and manage drivers' hours and relevant operator licensing requirements. This module is suitable for managers of HGV, PCV and mixed fleets.

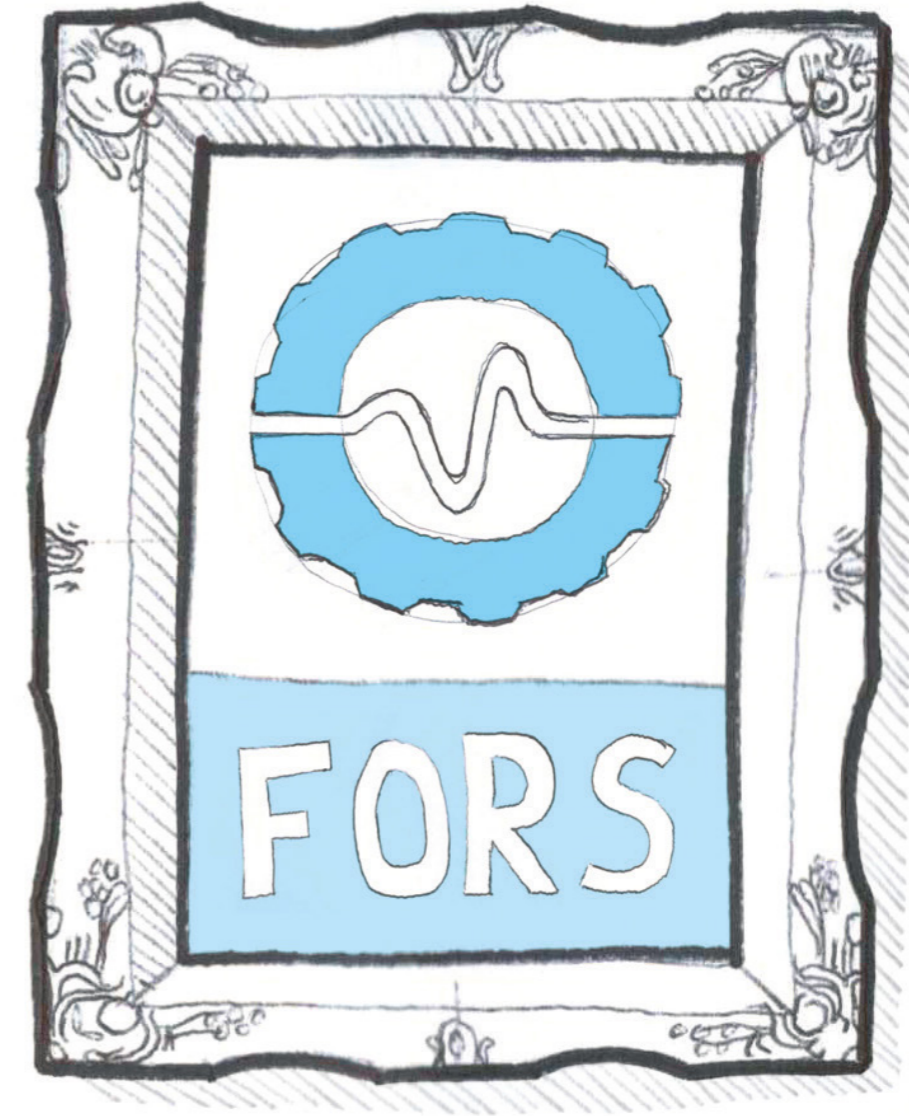


## Looking forward

**F**ORS has maintained and built upon its position as the 'go to' fleet standard, recognised across industry and across the UK and wider afield. At the start of 2021 there are over 4,650 accredited members and nearly 400 organisations are registered and working towards their accreditation. Whilst 2021 is unlikely to be easy for anybody, FORS members can be sure the scheme will continue to help support their businesses be safer, cleaner and leaner.

Version 6 of the Standard, postponed in 2020, will be published in October 2021, but will not be implemented until 2022. The Annual FORS members' Conference will not go ahead again this year as a result of the restrictions in place around large gatherings, but we will do our best to hold smaller events across the country and of course use web-based means for member briefings, as we did in 2020.

The FORS Professional Virtual Classroom that has proved such a big hit will continue to be improved, and we anticipate that some form of remote Bronze auditing will be retained post pandemic. The suite of FORS Professional training will be augmented by a brand-new course for those involved in the movement of abnormal loads. A comprehensive package of fully funded manager and driver training will again be made available throughout the year. Please continue to make the best possible use of the FORS member benefits – they are there to save you money.



# FORS, the art of fleet management

Managing a fleet well can be an art form for any transport operator. After 12 years of delivering best practice, FORS has created a range of services to boost productivity and increase business opportunities.

SAFER SMARTER GREENER





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