

APPEAL REF: APP/L6940/A/20/3265358

APP/L6940/A/21/3282880

Land at Craig yr Hesg Quarry, Berw Road, Pontypridd, CF37 3BG

NOTE ON HGV CONSIDERATE DRIVING

1. During the inquiry, we have heard evidence that Hanson provides training to new drivers. To explain what is delivered, the Appellant submits the following further information for the benefit of the Inspector and the Welsh Ministers.
2. This includes:
 - a. The Drivers Handbook and the Code of Conduct;
 - b. Hanson Tool Box Talk;
 - c. Considerate Driver's Letter.
3. It is pertinent to note that the Driver's Handbook and supplementary links contain links to many useful safety standards. This includes:
 - Driver's Code of Conduct.¹
 - Explanation of the Fleet Operator Recognition Scheme Standard (FORS). All HGV companies working for Hanson must be accredited to FORS. There are three standards: Gold, Silver, Bronze. Hanson expect a minimum requirement of Silver for the business.
 - The Construction Logistics and Community Safety ("CLOCS") standard. This is an initiative to improve the safety of vulnerable road users relating to the delivery of construction materials. This is another accreditation that Hanson drivers must adhere to.
 - Driver's behaviour including Defensive Driving Skills.²
4. The Hanson Toolbox Talk is designed to assist users navigate The Drivers Handbook.

¹ See page 7 and 8 of the Handbook.

² See page 29 of the Handbook.

5. The 'Considerate Driver's letter' dated 26 May 2022 is also included for information. The letter is issued to every driver operating out of Craig-yr-Hesg Quarry. The letter refers specifically to Berw Road that runs between the quarry and Pontypridd.
6. It is submitted that this package of information properly informs drivers about the standards Hanson expect to secure the safety of all road users.

CLOCS **Standard**

Version 3
January 2019

Ensuring the safest
construction vehicle
journeys



Construction
Logistics and
Community Safety

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Executive summary

CLOCS mission

Ensuring the safest construction vehicle journeys.

Primary goals

- zero collisions between construction vehicles and the community
- improved air quality and reduced emissions
- fewer vehicle journeys
- reduced reputational risk

Scope/application

The *CLOCS Standard* shall be applied to all construction projects/programmes.

The CLOCS Standard is a national industry standard.

It defines the primary requirements placed upon the key stakeholders associated with a construction project. The *CLOCS Standard* places responsibilities and duties on the regulator, the client, the principal contractor controlling the construction site and the supply chain including the operator of any vehicles servicing that project.

These duties relate to community considerations likely to be impacted by the project. They require the adoption of a Construction Logistics Plan (CLP) and planned measures to minimise impact and eliminate harm to the community.

Key stakeholders



A construction project has four key stakeholders, each providing positive influence and information. The main CLOCS requirements for each are outlined below:



Regulators (particularly planning and highway authorities) shall >>

- embed the requirement to operate to the *CLOCS Standard* into policy and guidance documents
- ensure the planning process requires submission and approval of an outline and/or detailed CLP that addresses the main transport impact/risks in delivering the project safely before consent is granted
- require a project to have effective CLOCS implementation monitoring mechanisms and to provide to the authority (if requested) CLOCS compliance performance data
- have in place effective enforcement mechanisms to secure prompt action by the project team should a breach occur



Clients shall >>

- specify in tender and contract documents for all stakeholders to comply to the *CLOCS Standard*
- ensure the project team develops and implements a suitable and sufficient CLP
- ensure effective monitoring of compliance to the *CLOCS Standard*
- obtain and monitor the contractor's action plan to address all identified issues and non-compliances
- ensure all collisions resulting in harm (and near miss incidents) that occur on journeys associated with the project are quickly investigated and actions taken to prevent recurrence



Principal contractors shall >>

- ensure the project's potential impact on the community has been properly risk-assessed
- develop and/or implement the agreed CLP and ensure it remains suitable and sufficient
- procure site and fleet operations that comply to the requirements of the *CLOCS Standard*
- ensure site arrangements enable the safest fleet operations including, but not limited to, 'last mile' routing, level access/egress, stable loading/unloading areas, effective delivery management systems and competent site access traffic marshals
- ensure effective and efficient site access gate checks of HGVs and their drivers to ensure they always comply to the *CLOCS Standard*. Non-compliances must be immediately risk-assessed, appropriately mitigated and addressed through procurement processes
- ensure effective independent monitoring of the project's compliance with the *CLOCS Standard* is undertaken approximately every 6 months and appropriate action taken to address non-compliance
- review information on all collisions resulting in harm (and near miss incidents) that occur on journeys associated with the project and ensure they are quickly investigated and actions taken to prevent recurrence

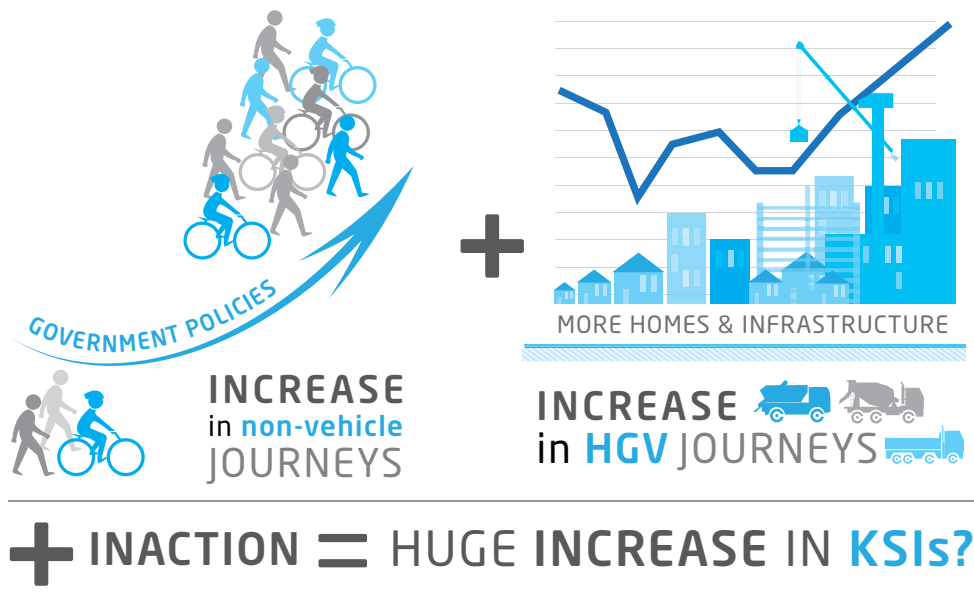


Fleet operators shall >>

- ensure all journeys are compliant with the *CLOCS Standard*, meeting the requirements described as Silver in the FORS Standard addressing management, drivers, vehicles and operations
- provide acceptable evidence of compliance as defined/specified by each procurer

Context

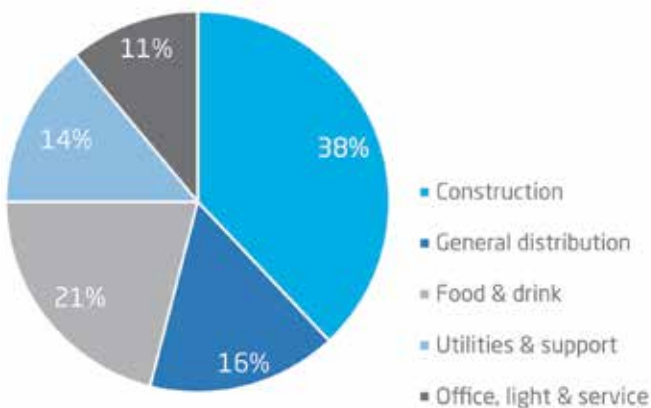
1.1 Background



Almost every UK town and city has government policies to improve air quality, ease congestion and reduce obesity - by encouraging more people to travel by foot and bike. This is dramatically increasing the number of people sharing the road. Combine that scenario with increased construction activity to meet demand for more homes and infrastructure, then you also have many more heavy goods vehicles on the roads, in the community and in close proximity to people.

Air pollution affects everyone, but the most vulnerable groups like children, older people and those with heart and respiratory conditions are most affected. In 2019 we will see the introduction of clean air zones across multiple towns and cities in the UK with aims to reduce the amount of toxic air created by vans and trucks.

Peak-time road-side survey of HGVs



463 people were killed or seriously injured in collisions involving HGVs from all sectors on GB roads in 2016. 121 of those people died within 30 days of the collision.

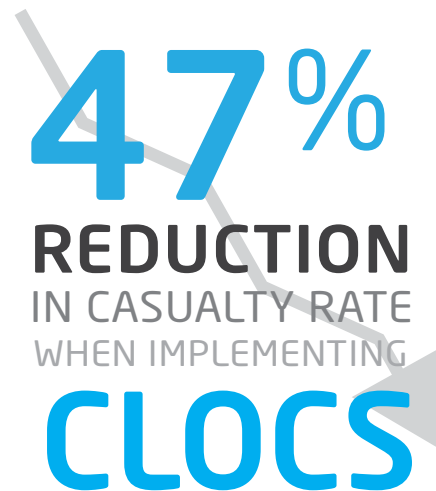
We know that HGVs comprise a significant part of traffic in our towns and cities. A peak-time morning road-side survey at 14 key locations in London identified 54% of the HGVs related specifically to construction and general distribution.

The construction industry continues to be one of the most dangerous industries in the UK. Whilst every construction client and contractor knows their incident data within the hoardings, some still don't know how many fatal or serious injury collisions occur on journeys associated with their own projects.

Collaborative action by regulators, procurers and site operators reduced fatalities on site from 154 in 1990 to 39 in 2017.




Similar significant reductions in HGV collisions in the community have been seen where an authority implemented progressive planning and procurement

policies. One authority achieved a 47% reduction in collisions and complaints when CLOCS was introduced.



This is a national issue that requires a national response

This table shows the annual average number of people Killed or Seriously Injured (KSI) in each region between 2013-2016. All regions suffer a similar scale of KSIs compared to population size.

VRU Type:	Pedestrians 		Pedal Cyclists 		Motor cyclists 		Total	
	KSIs/ annum	Share of region's total KSI	KSIs/ annum	Share of region's total KSI	KSIs/ annum	Share of region's total KSI	KSIs/ annum	KSI pa per million population
GB Region:								
East	17.0	34%	11.5	23%	21.5	43%	50.0	8.23
East Midlands	14.5	39%	7.3	19%	15.5	42%	37.3	7.96
London	33.3	50%	17.5	26%	16.0	24%	66.8	7.70
North East	5.5	40%	4.3	31%	4.0	29%	13.8	4.46
North West	19.5	41%	12.0	25%	15.8	33%	47.3	6.59
Scotland	20.5	59%	6.0	17%	8.0	23%	34.5	6.42
South East	28.5	36%	19.5	24%	32.3	40%	80.3	8.97
South West	14.0	37%	8.5	22%	15.5	41%	38.0	6.95
Wales	7.0	39%	4.3	22%	6.8	38%	18.0	5.81
West Midlands	22.5	51%	10.0	24%	11.3	26%	43.8	7.61
Yorkshire and Humber	15.8	38%	11.5	23%	14.5	35%	41.8	8.46
GB	198.0	42%	112.3	28%	161.0	34%	471.3	7.45
Vulnerable Road User (VRU) KSI collisions involving HGVs: 4 year annual average (2013 to 2016)								

About the CLOCS Standard

2.1 The CLOCS Standard

The *CLOCS Standard* is the direct result of collaboration between the construction and fleet sector to address shared issues.

Representatives from different organisations - regulators, construction clients, principal contractors, fleet operators, vehicle manufacturers/ suppliers and community groups are involved in CLOCS ensuring a united response to promoting the safest vehicle journeys.

The *CLOCS Standard* draws together evolving and applied best practice from a number of standards, policies and codes of practice to provide one industry standard that can be implemented by regulators, clients, principal contractors and fleet operators.

Each requirement has been developed with the aim of reducing the risk of a collision between goods vehicles and other road users such as cyclists and pedestrians.

The *CLOCS Standard* is reviewed at intervals not exceeding two years, and any amendments arising from the review will be published in an amended version.

The *CLOCS Standard* does not include all the necessary provisions of a contract. Users are responsible for its correct application.

This Standard shall be cited as the *CLOCS Standard*.

2.2 Compliance levels

The compliance levels in this Standard are:

- **Shall** - to indicate an element which is mandatory to demonstrate the requirement has been met
- **Should** - to indicate an element which is recommended as good practice
- **May** - to indicate an element that is optional or an emerging practice



2.3 Application

Clients shall specify whether the *CLOCS Standard* applies within contracts based on their assessment of risk and in accordance with local authority requirements. Queries regarding applicability at specific sites should be directed to, and dealt with, by the client or principal contractor. Unless otherwise stated it is:

- applicable to all sites, (projects, programmes) that require deliveries, collections or servicing by commercial vehicles during construction and refurbishment activities
- applicable to all vehicle operations and specifically commercial vehicles over 3.5 tonnes gross vehicle weight servicing construction sites. This includes abnormal loads and engineering plant

A client may specify within their own contracts if this Standard also applies to vehicles under 3.5 tonnes gross vehicle weight but this should be clearly articulated and would not be considered in

the scope of compliance with the *CLOCS Standard*.

All parties shall comply with the *CLOCS Standard* in the timeframe instructed by the client in agreeing the contract. This shall not be more than 90 days from the start of a contract unless special circumstances apply.

Queries or concerns regarding supply chain compliance should be directed to and dealt with by the client or principal contractor who may risk assess and review the timescales for compliance.



2.4 Exemptions

Exemptions should not normally be permitted but the following may be considered at client and/or regulator discretion:

- unplanned or unforeseen critical delivery or emergency visit
- escorted abnormal indivisible load deliveries
- transient or temporary sites e.g. roadworks

- non-contracted utility companies - services that are not contracted by the client but have a statutory undertaking to access their own assets on site

If special exemptions are granted, risks must be assessed, minimised and monitored.

2.5 Key terms

Construction project key stakeholders:



Regulator - an organisation responsible for setting policies and planning conditions. Typically planning and highway teams in local authorities.



Client - an organisation that procures the construction or operation of a site which requires commercial vehicle journeys; will typically employ a principal contractor to manage site operations. The client team is assumed to include the principal consultants.



Principal contractor - an organisation that is responsible for all site operations; will typically employ specialist sub-contractors that use commercial vehicles.



Fleet operator - an organisation or part thereof which operates one or more commercial vehicles to deliver procured services.

Community considerations - relate to facilities and locations over which particular care should be taken to understand and minimise the negative impacts of construction logistics activity on the local community.

Competent - those with the necessary Skills, Knowledge, Ability, Training, Experience (SKATE).

Construction Logistics Plan (CLP) -

provides the framework for understanding and managing construction vehicle activity into and out of a proposed development and gives the planning authority an overview of the expected logistics activity during the construction programme.

- Outline CLP accompanies the planning application
- Detailed CLP is submitted to a planning authority at the post-granted discharge of conditions stage

Planned measures - are specific techniques that are agreed and committed to through the planning permission process. They are used to influence behaviours that reduce environmental impact, road risk and congestion and include:

- safety and environmental standards and programmes
- adherence to designated routes
- delivery scheduling
- holding areas
- use of logistics and consolidation centres
- freight by rail and/or by water
- Design for Manufacture and Assembly (DfMA) and off-site manufacture
- re-use of materials on site
- smart procurement
- collaboration
- staff travel

Heavy Goods Vehicle (HGV) - vehicles over 3.5 tonnes gross vehicle weight including abnormal indivisible loads and engineering plant.

Killed or Seriously Injured (KSI) collision

- **Killed** - casualties that died within 30 days as a consequence of the collision
- **Seriously Injured** - injury resulting from a collision which was worse than cuts, bruises, whiplash and/or shock; this could range from life changing injuries, severe permanent disability including loss of limbs through to broken bones

Operating centre - a site or depot from which commercial vehicles operate, where there is infrastructure that supports daily management, control and day-to-day operational deployment of a fleet.

Site - means the location at which the principal contractor is carrying out the works.

Vulnerable Road User (VRU) - a pedestrian, cyclist, motorcyclist, equestrian or person of reduced mobility.



2.6 Alignment with other schemes and standards

A number of schemes aim to revolutionise the management of work-related road risk and promote a positive road safety culture. It is important that these schemes work together to maintain a level of consistency across the industry.

- under Regulation 4 of the 2015 CDM regulations, clients and principal contractors have a duty to ensure that the construction work they procure is carried out, so far as is reasonably practicable, without risk to the health or safety of any person affected by the project
- the Fleet Operator Recognition Scheme (FORS) is an international accreditation scheme designed to help road fleet operators in all sectors

improve, measure and monitor safety, environmental and operational performance. The schemes have been aligned so that the requirements described as Silver in the FORS Standard also meet compliance with the *CLOCS Standard*



CLOCS will continue to encourage and promote consistency across the industry through regular updates to ensure it remains a common national standard.

Regulator responsibilities

(particularly planning and highway authorities)

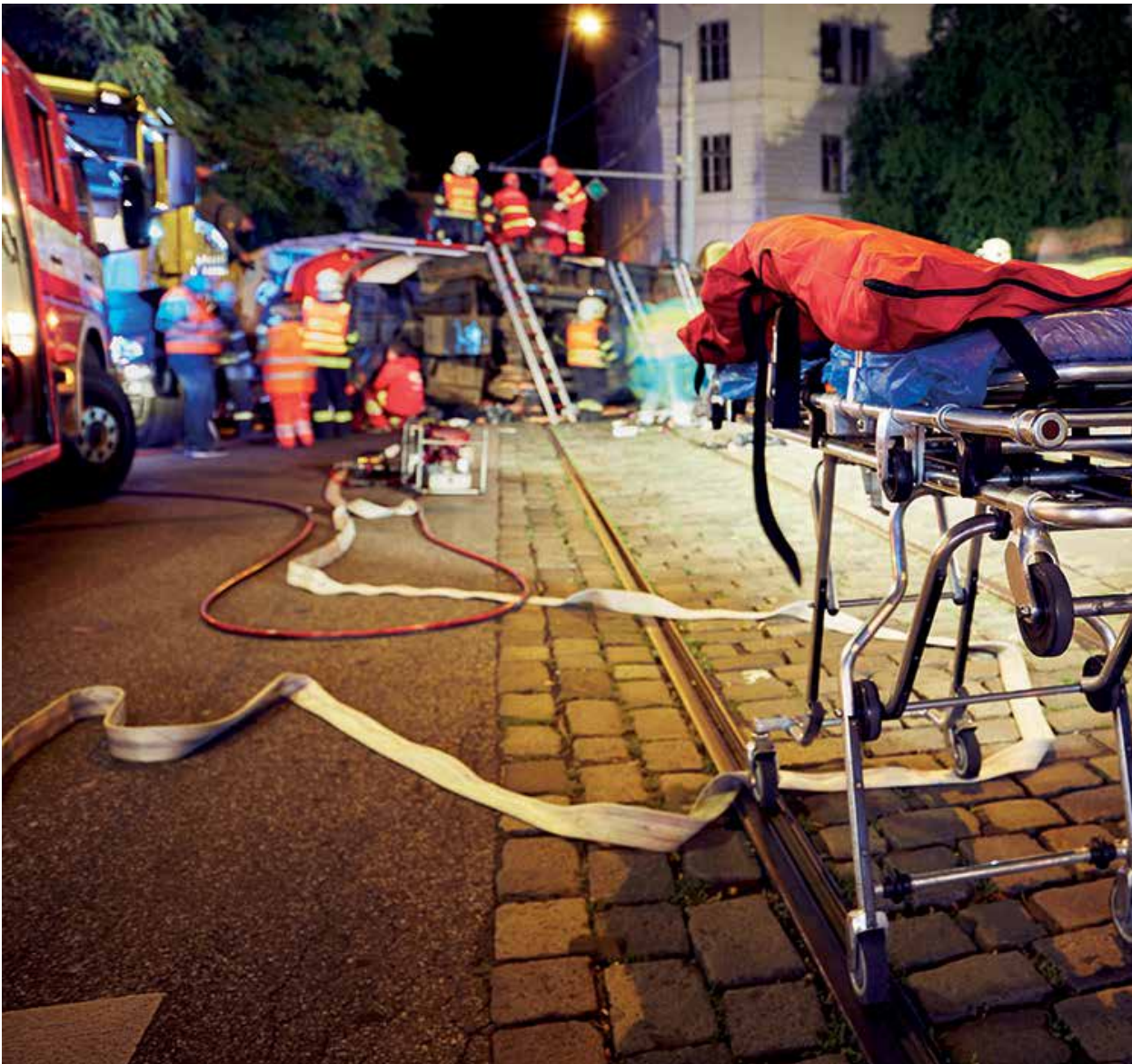


<p>3.1 Authorities shall embed the requirement to operate to the <i>CLOCS Standard</i> into policy and guidance documents</p>	<p>Authorities shall ensure adequate resourcing and political priorities to support the inclusion of CLOCS requirements in the planning policy and process.</p> <p>This should include reference to the <i>CLOCS Standard</i> in the Local Plan, Statutory Planning Guidance and other relevant documents.</p>
<p>3.2 Authorities shall ensure the planning process requires submission and approval of an outline and/or detailed CLP before planning permission is granted</p>	<p>Authorities shall identify the scope of requirement for a CLP. This could be defined by area or on a project by project basis. This will be published in policies and procedures.</p> <p>In scope planning applications should require an outline CLP as part of planning consent and shall require a detailed CLP as a pre-commencement condition.</p> <p>The CLOCS CLP guide and template should be issued as the default recommended/required framework document. Applicants should be required to</p> <ul style="list-style-type: none"> • refer to the CLOCS CLP Guidance (see section 7.1) • demonstrate that use of the <i>CLOCS Standard</i> has been assessed • confirm input to CLP from key partners where relevant
<p>3.3 Authorities shall require a project to have effective CLOCS implementation monitoring mechanisms</p>	<p>Authorities shall require evidence of compliance with the <i>CLOCS Standard</i> as a condition of planning consent.</p> <p>Authorities should consider:</p> <ul style="list-style-type: none"> • requirement of project teams to provide regular (quarterly) high level performance statistics • spot checks to confirm legitimacy/accuracy of performance data • requesting sight of results of independent CLOCS site monitoring review

3.4 Authorities **shall** have effective mechanisms to enforce compliance with the CLP

Authorities **shall** have processes in place to manage instances of a breach and **shall** clearly communicate the actions required of the project team including:

- significant breaches to be immediately identified and communicated to the authority
- breaches to be rectified within agreed timeframe
- an action plan to prevent future occurrences



Client duties



<p>4.1 Clients shall specify in tender and contract documents that all stakeholders comply to the <i>CLOCS Standard</i></p>	<p>Clients shall define the scope and specific requirements for CLOCS implementation.</p> <p>Clients shall include CLOCS requirements in their:</p> <ul style="list-style-type: none"> • procurement strategy • core tender documentation • contracts and/or purchase order • conditions of contract or equivalent <p>Clients shall also ensure adequate resources are allocated within the tender price.</p>
<p>4.2 Clients shall ensure the project team develop, implement and monitor a suitable and sufficient CLP</p>	<p>An approved CLP that, as a minimum, shall:</p> <ul style="list-style-type: none"> • have input from significant site and fleet operators • have identified community considerations • have considered planned measures • have risk-assessed and specified safest vehicle routes and identified acceptable reasons for deviation • define 'last mile' vehicle routes to and from site • require use of a delivery management system • require competent site access traffic marshals • remain responsive to changing requirements
<p>4.3 Clients shall ensure effective monitoring of compliance to the <i>CLOCS Standard</i> and obtain evidence that the Standard is being upheld</p>	<p>Clients shall require regular reports to monitor compliance against the <i>CLOCS Standard</i>:</p> <ul style="list-style-type: none"> • monthly reports shall be obtained to include performance of both fleet and site operations • quarterly reports will be reviewed by the client to identify trends and need for remedial action • six monthly (approximately) an independent assessment by the CLOCS site monitoring team (see section 7.2) <p>Where non-compliance is identified, an action plan to address all key issues shall be obtained and monitored.</p>

4.4 Clients **shall** obtain information on all collisions that result in harm (and near miss incidents) that occur on journeys associated with the project

Clients **shall** review headline collision/near miss information with equal importance to reports of incidents within the site hoardings (incident data).

Where collisions and non-compliances are identified, an action plan to address all key issues **shall** be obtained and monitored to prevent recurrence.

These **should** be recorded e.g. into a risk register under the categories:

- fatal
- serious injury
- minor injury
- near miss



Principal contractor duties



<p>5.1 Principal contractors shall ensure the project's potential impact on the community has been properly risk-assessed</p>	<p>The principal contractor shall demonstrate to the client that community considerations have been properly considered by implementing a suitable and sufficient CLP.</p> <p>The principal contractor should consider community engagement activity throughout the project.</p>
<p>5.2 Principal contractors shall develop and/or implement the agreed CLP and ensure it is appropriately reviewed and updated prior to the start of each new phase of construction</p>	<p>An approved CLP that, as a minimum, shall:</p> <ul style="list-style-type: none"> • have input from significant site and fleet operators • have considered, agreed and committed to planned measures where practical • have risk-assessed and specified the safest vehicle routes and identified acceptable reasons for deviation • define 'last mile' vehicle routes to and from site • require use of a delivery management system • require competent site access traffic marshals • remain a live document
<p>5.3 Principal contractors shall procure site and fleet operations that comply with the requirements of the <i>CLOCS Standard</i></p>	<p>If not otherwise defined by the client, principal contractors shall define the scope and specific requirements for CLOCS implementation.</p> <p>Principal contractors shall include CLOCS requirements in their:</p> <ul style="list-style-type: none"> • procurement strategy • core tender documentation • contracts and/or purchase order • conditions of contract or equivalent • site management documentation <p>Principal contractors shall also ensure that adequate resources are allocated by site and fleet operators within the tender price to meet the <i>CLOCS Standard</i>.</p>

<p>5.4 Principal contractors shall ensure use of an effective delivery management system to minimise congestion, disruption and emissions</p>	<p>Principal contractors shall operate a system that manages deliveries to and from site. This could range from a simple spreadsheet to licensed software.</p> <p>The delivery management system should include capacity to:</p> <ul style="list-style-type: none"> • plan and schedule delivery times • capture vehicle/driver details and accreditation • co-ordinate with neighbouring sites • control and reduce peak hour traffic • include the complexity of holding areas
<p>5.5 Principal contractors shall ensure that the vehicle routes to and from site committed to in the associated CLP are specified and communicated</p>	<p>Principal contractors shall:</p> <ul style="list-style-type: none"> • make all sub-contractors, fleet operators and service suppliers aware of the requirement to use specified routes at all times • clearly communicate permitted deviations, such as temporary road closure or road traffic incidents <p>Principal contractors should also:</p> <ul style="list-style-type: none"> • ensure any deviations from designated, permitted or controlled routes be justified, with unauthorised deviations being investigated and reported to the client • ensure the reasons behind adopting a specific vehicle route are clearly communicated • distribute maps or other routing information to all companies/drivers accessing the site
<p>5.6 Principal contractors shall ensure the ground conditions of the site are suitable for the vehicles servicing the site, particularly those fitted with safety features</p>	<p>Principal contractors shall carry out regular reviews of the ground conditions of the site and where necessary implement diversions as the site ground conditions change.</p> <p>Sites should also be:</p> <ul style="list-style-type: none"> • suitable for access by low entry vehicles with increased direct vision • assessed and rated using the CLOCS Handbook- Assessment for on-site ground conditions (see section 7.1)

<p>5.7 Principal contractors shall ensure that access to and egress from the site is appropriately managed, clearly marked, understood and clear of obstacles</p>	<p>Principal contractors shall ensure that effective traffic management principles are adhered to by:</p> <ul style="list-style-type: none"> • minimising potential hazards e.g. using one-way systems, traffic lights and calming measures • assisting with safe vehicle access and egress • using additional equipment such as wide angled mirrors to aid the driver's view of the road
<p>5.8 Principal contractors shall ensure effective and efficient site access gate checks</p>	<p>Principal contractors shall appoint competent site access traffic marshal(s) to:</p> <ul style="list-style-type: none"> • manage site traffic in the context of the delivery management system • check through general observation and sufficiently frequent spot checks that: <ul style="list-style-type: none"> • vehicles and drivers meet the requirements of the <i>CLOCS Standard</i> • that the specified route has been followed <p>Non-compliance shall be immediately risk-assessed, appropriately mitigated and addressed through contract management.</p> <p>The principal contractor may also report any non-compliant fleet operators to the relevant accrediting body.</p>
<p>5.9 Principal Contractors shall ensure that vehicles are loaded and unloaded on-site as far as is practicable</p>	<p>Principal contractors shall either:</p> <ul style="list-style-type: none"> • Provide a stable, graded surface on-site for vehicle loading and unloading, or • Identify a suitable 'off-loading' area off-site

<p>5.10 Principal contractors shall ensure effective monitoring of site compliance to the <i>CLOCS Standard</i></p>	<p>Principal contractors shall provide the client with regular reports to monitor compliance against the <i>CLOCS Standard</i>:</p> <ul style="list-style-type: none"> • monthly reports shall include performance of both fleet and site operations • quarterly reports shall be reviewed by both principal contractor and client to identify trends and any need for remedial action • six monthly (approximately) an independent assessment by the CLOCS site monitoring team shall be required (see section 7.2) <p>Where non-compliance is identified, an action plan to address all key issues shall be obtained and monitored.</p>
<p>5.11 Principal contractors shall obtain information on all collisions that result in harm (and near miss incidents) that occur on journeys associated with the project and report to the client</p>	<p>Principal contractors shall:</p> <ul style="list-style-type: none"> • procure for the collection and review of headline collision information • consider on road collisions with equal importance to incidents within the hoardings (e.g. RIDDOR) • develop, implement and monitor an action plan where data identifies a need for improvement • report to the client headline collision and non-compliance information and provide an action plan to address all key issues



Fleet operator duties



6.1 Fleet operators shall ensure all journeys are compliant with the *CLOCS Standard*

Fleet operators **shall**:

- ensure all vehicle operations meet the requirements as described as Silver in the FORS Standard, addressing the issues of:
 - management
 - vehicles
 - drivers
 - operations
- provide acceptable evidence (as defined by each procurer) to demonstrate that requirements have been met

The operator can define their own scope for fleet compliance accreditation to respond to specific client requirements and their own business needs. This may require separate accreditation for vehicles under and over 3.5 tonnes gross vehicle weight that operate within the same fleet.



Implementation

7.1 Guidance and support

Supplementary guidance has been developed to complement the *CLOCS Standard*, to provide further information and support with implementation. This includes:


[CLOCS Guide - Improving road safety using the planning process](#)

[CLOCS Guide - Incorporating CLOCS in client procurement](#)

[CLOCS CLP Guidance](#)

[CLOCS Guide - Managing supplier compliance](#)

[CLOCS Handbook - Assessment for onsite ground conditions](#)

 **For further information:**

All CLOCS Guides can be found in the [Resources](#) section of the CLOCS website

[CLOCS Guide - Managing work related road risk in contracts](#)

[CLOCS Compliance toolkit](#)

[CLOCS Posters and site banners](#)

[CLOCS Memorandum of Understanding \(MoU\) and Term of Reference \(ToR\)](#)

7.2 CLOCS site monitoring visits


CLOCS can be implemented on a project by project basis and compliance at site level can be evidenced by a CLOCS site monitoring visit. CLOCS site monitoring visits have been developed in partnership with CLOCS partners Considerate Constructors Scheme (CCS) to help companies understand and improve site compliance and safety.

The CLOCS site monitoring team provides a detailed report containing helpful advice on areas for improvement and provides scores in 11 key areas. Overall scores and reports can be used as:

- evidence of compliance to your clients
- a benchmark for future clients
- internal performance monitoring

Importantly a visit will identify areas of under achievement that can be quickly addressed.

There is a nominal charge for site monitoring visits - the fee schedule can be found on the [CLOCS website](#).

 **Useful documents**

[CLOCS Site monitoring checklist](#) and [Preparing for your site visit](#)

7.3 CLOCS Working Group

The CLOCS Working Group comprises a balanced mix of industry representatives. It is responsible for keeping the *CLOCS Standard* progressive, yet grounded,

and advises on the production of supplementary guidance and tools to support implementation.

7.4 The CLOCS team

The CLOCS team is responsible for implementation of the Standard and driving industry awareness. Their role is also to support CLOCS Champions in achieving the goals of their implementation plan. An on-going programme includes the production of tools and supplementary guidance on a range of topics, including procurement, compliance monitoring, and collision reporting.

Sponsored by TfL and led by SECBE, the team includes major organisations that represent key construction stakeholders namely: LHC (specialists in public sector procurement frameworks), CCLG (the Construction Clients' Leadership Group), Build UK (leading construction industry group) and CCS (The Considerate Constructors Scheme) whose team of monitors provides resources for CLOCS site monitoring visits.



7.5 What is a CLOCS Champion?

A CLOCS Champion is an organisation that commits to implementing the *CLOCS Standard* across its business operations; it also commits to encourage its customers, suppliers and other relevant organisations to do likewise.

Being a CLOCS Champion makes a clear corporate statement of an organisation's commitment to prevent future collisions between HGVs and vulnerable road users by consistently implementing the *CLOCS Standard* and by working collaboratively

with its customers, suppliers and other CLOCS Champions.

The process of becoming a CLOCS Champion is straight forward. It requires the organisation to review the Terms of Reference, sign the Memorandum of Understanding and submit an outline CLOCS Implementation Plan.

Copies of sample implementation plans are on the [CLOCS website](#).



CLOCS is proud to be the 2015 Prince Michael International Road Safety awards Premier Award winner

Acknowledgements

This version was created with input/recommendations from over 120 regulators, clients, principal contractors, fleet operators and community groups that are all CLOCS Champions. Particular thanks is given to the following organisations involved in the 2019 *CLOCS Standard* Revision task group:





Construction
Logistics and
Community Safety

www.clocs.org.uk



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hanson.co.uk

May 26th 2022

**Berw Road – Road Safety.
Drive Considerately.**

Hi,

As a haulier working for Hanson, you are an important part of our business transporting the goods we have produced to our customers across Wales and beyond. Your efforts are key in ensuring our company flourishes.

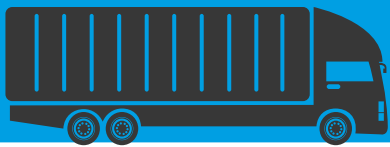
In addition to the above, you are also the face of Craig yr Hesg quarry and Hanson aggregates. Your actions on the public highway and at our customers sites reflects directly on the site and Hanson. Please can I ask that in addition to complying with the timed access restrictions you also help with "Drive Considerately".

To get to and from the A470 and the site, you travel along Berw Road with terraced houses, a park etc. on one side of the road and the river Taff of the other. It is a single carriageway road with cars parked along the road outside the terraced houses which can restrict traffic flows and create bottle necks. This section is covered by an average speed limit camera system. Please can I ask, while driving along Berw Road that you view the 30-mph limit as that, and adjust your speed down dependent on road conditions, children playing in the park pedestrians etc.

In short please drive defensively with safety and the consideration of our neighbors at the fore whilst travelling on Berw Road.

Your sincerely,

Julian Radcliffe
Area Operations Manager
Hanson Aggregates



Fleet Operator Recognition Scheme Standard

Version 5

16 October 2018

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

- FORS Rules and Procedures
- FORS Terms and Conditions
- FORS Compliance and Enforcement Guidance

Please check the FORS website (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.

1.2 Scheme administrator

The Fleet Operator Recognition Scheme is administered by the FORS Community Partnership (FCP). The FCP comprises AECOM, the Chartered Institute of Logistics and Transport (CILT) and Fleet Source. For all enquiries, please contact:

FORS
c/o AECOM
Sunley House
4 Bedford Park
Croydon
CR0 2AP

www.fors-online.org.uk

Email: enquiries@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 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

2.4 Terminology

Certain language is used within the FORS Standard relating to organisations, audits and the requirements. A full glossary of terms is at Annex 3.

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

The FORS Standard is applicable to all types of vehicles that are operated on the public highway and uses the following terminology and vehicle definitions:

- 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 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

The FORS Standard is applicable to all types of drivers. Driver is defined as a person employed to drive or ride any vehicle that is in scope of FORS accreditation.

2.5 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

2.6 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.

2.7 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.

Annexes 1 and 2 set out the mandatory FORS Professional Development requirements. A definition of FORS Professional Training and FORS Approved Training is included in the glossary at Annex 3.

2.8 FORS templates

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

- FORS vehicle safety equipment report (S6)
- FORS Gold case study template (G3)

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

- Noise pollution (S7)
- Sustainable operations (G6)

2.9 Resources

A table of resources to help you meet the requirements of the FORS Standard is included at Annex 4. This includes toolkits, guidance and training provided by FORS, and other relevant resources that are freely available.

2.10 Summary of changes

A summary of changes between versions 4.1iii and 5 of the FORS Standard is included at Annex 5.

2.11 FORS Standard version 5 transitional arrangements

For information on version 5 implementation date and transitional periods, please see Annex 6.

2.12 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 policies and procedures, risk assessments, method statements and supporting documents 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 policies and procedures for:

- M8 Health and safety
- M9 Complaints
- M10 Transport infringements
- V1 Serviceability and roadworthiness
- V5 Load safety
- V7 Tyre management
- D2 Driving standards
- D3 Staff induction
- D5 In-vehicle communication
- D6 Health and eyesight
- D7 Working time and drivers' hours
- O2 Fuel, emissions and air quality
- O3 Road traffic collisions

- O4 Passenger safety – where relevant
- O5 Specialist operations – where relevant
- O6 Operational security
- O7 Counter terrorism

These **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.

Policies and procedures held within other documents **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.

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

Driver checks **should** also include collision history and unspent convictions.

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.

Job descriptions and the organisation chart **shall** be:

- Retained in accordance with requirement M2
- Communicated in accordance with requirement M5

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.

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

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 provided for upload to the FORS online company page
- 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 January 2019)

The vehicle fleet list **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 carriers' licence
- Passenger service permit
- Section 19 - not for profit passenger transport
- Section 22 - community bus permit
- Private hire licence

The procedure **shall** ensure sufficient discs 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

Licences and permits **should** have sufficient vehicle margin to allow for any flexibility required in the operation.

Fleet operators **should** note that regulatory and operational licences and permits can differ across countries outside of Great Britain and the United Kingdom.

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 Prescribed and designated routes
- 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 LoCITY and 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
- Walkaround checks and defect reporting
- First use inspections, including hire 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 inspections¹
- Maintenance and servicing
- Brake tests
- Calibration tests
- Lifting Operations and Lifting Equipment Regulations (LOLER) and 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

¹ Required for newly acquired vehicles and vehicles being brought back into service

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

Trailer coupling and load restraint **shall** also be included where relevant.

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** undergo appropriate training.

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

- Location and restraint of accessibility equipment
- Any other special precautions that are necessary

The correct equipment **shall** be issued to maintain safe loads.

Maximum passenger and luggage weight limits **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 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, panniers 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

Evidence that vehicles are fitted with blind spot signage and safety equipment **shall** be provided.

Evidence **shall** include the FORS Audit Declaration supported by:

- 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

For London operations (effective from implementation date of TfL's HGV safety permit scheme)

Goods vehicles over 12 tonnes gross vehicle weight **should** be rated against the HGV Direct Vision Standard (DVS). Any vehicle over 12 tonnes gross vehicle weight that operates in London and is either not DVS rated or rated at zero star **shall** be fitted with enhanced safety equipment in accordance with Silver requirement S6.

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 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 **should** 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 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 of:

- 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

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 Annexes 1 and 2.

The 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 must 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 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

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

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

01 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:

- Prescribed passenger routes
- Designated construction routes
- Permit-controlled routes, such as the London Lorry Control Scheme

A risk assessment **shall** be conducted on prescribed passenger routes and designated construction 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 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.

Where relevant, the passenger safety documentation **shall** include information on:

- Permitted number of passengers
- Passenger embarkation and disembarkation
- Passenger safety instructions, including wearing seat belts
- 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

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, 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 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

07 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 benchmark operational performance data.

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 fuel² 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 CO₂, NO_x and Particulate Matter emissions.

On initial FORS Silver accreditation, the FORS progression data report **shall** cover a minimum of three months 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.

Active monitoring of operational performance indicators **shall** be conducted. Data capture and monitoring tools **should** include:

- Fleet management system
- Vehicle telematics
- Insurance reports
- Fuel card reports
- Benchmarking systems

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.

² 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 planned

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

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 Annexes 1 and 2.

FORS operators **shall** maintain and implement PDPs that identify and document progressive FORS Professional Development for drivers and all other staff involved in the fleet operation.

The PDP **should** include progressive FORS Professional Development for drivers and all other staff relevant to their roles and responsibilities.

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 Annexes 1 and 2
- Evidenced using the FORS Professional training register

S6 Vehicle safety equipment

Requirement

To fit HGVs with enhanced safety equipment 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 and include the FORS Audit Declaration supported by:

- The FORS vehicle safety equipment report
- Permit scheme records or register
- A selection of photographs of safety equipment fitted
- Invoices from safety equipment suppliers of safety equipment

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 and customer locations
- 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).

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 plan in place to communicate topical issues that are relevant to FORS and the fleet operation.

Staff communications **should** include campaigns covering topical issues, such as:

- Operational compliance
- Work-related road risk
- Driving standards
- Emissions and air quality
- Health and wellbeing
- Customer service
- Noise pollution
- Security measures
- Counter terrorism measures

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

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 Performance data

Requirement

To demonstrate meaningful improvements against the performance data evidenced at FORS Silver.

Purpose

To ensure that initiatives and interventions implemented at FORS Silver are effective and are contributing to performance improvements.

Demonstration

FORS operators **shall** complete the FORS progression data report for all vehicles in scope of FORS accreditation.

The FORS progression data report **shall** cover the previous 24 months to provide a year-on-year comparison and include the following operational performance indicators:

- Total distance travelled and fuel³ 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 CO₂, NO_x and Particulate Matter impacts.

The FORS progression data report **shall** demonstrate year-on-year operational improvements on the performance indicators.

The FORS progression data report available on FORS online **shall** be used to submit the required performance indicators.

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

³ Or energy used for electrically-powered vehicles

G3 FORS case study

Requirement

To develop and publish a case study that describes FORS progression.

Purpose

To demonstrate and communicate the benefits of FORS accreditation and progression.

Demonstration

FORS operators **shall** develop a case study that describes FORS progression from registration through to Gold accreditation.

On initial FORS Gold accreditation, the case study **shall** include:

- An introduction to your organisation and what you do
- How you heard about FORS and what prompted you to join
- Your experience of the progression from Bronze and Silver to Gold
- Relevant images showing FORS compliant vehicles
- Use of FORS tools, toolkits and FORS Professional Development
- Performance improvements achieved since joining FORS
- What FORS Gold accreditation means to your organisation

The FORS Gold case study **shall** be reviewed and revised every 36 months using the FORS Gold case study template provided, and include:

- An update of all information in the previous case study
- A review of the initiatives and interventions during the previous 36 months
- The operational performance indicators from the previous 24 months

The FORS case study **shall**:

- Utilise data in accordance with requirement S2 and G2
- Include the evidence of positively promoting FORS at requirement G7

G4 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

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 Annexes 1 and 2.

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 Sustainable operations

Requirement

To progress further to reduce the environmental, safety and congestion impacts on the road network.

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

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 must be fully justified at audit.

The review **shall** also evaluate the use of sustainable ways of working that minimise the impact on the road network. 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.

The sustainable operations review **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Included in the FORS case study in accordance with requirement G3

G7 Promoting FORS

Requirement

To promote FORS and the FORS Standard.

Purpose

To raise operating standards and improve the image of the industry.

Demonstration

FORS operators **shall** provide evidence of positively promoting FORS through existing marketing, communications and public relations activities for the previous 12 months. This **should** include a combination of:

- Use of the FORS logo on vehicles, letterheads or emails
- Press releases
- Social media
- Good practice case studies
- Supporting FORS Practitioner workshops
- Speaking at events, conferences, etc

Promotional activities **may** include:

- Engagement with schools, colleges and local communities
- Supporting road safety initiatives such as Exchanging Places
- Supporting other FORS operators to attain FORS accreditation

Details of FORS promotional activity **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2
- Included in the FORS case study in accordance with requirement G3

G8 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

G9 Contracted services

Requirement

To require FORS accreditation throughout contracted services that are delivered on behalf of the FORS operator.

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.

Contracted services **should** be monitored to ensure the FORS Standard has been adopted, implemented and complied with.

Contracted services include, but are not limited to:

- Maintenance services and parts
- Tyre services
- Vehicle recovery operators
- Bulk fuel providers

This requirement is in addition to requirement S9.

Contracted service agreements and compliance records **shall** be:

- Documented and reviewed in accordance with requirement M1
- Retained in accordance with requirement M2

5 Annexes

- Annex 1 – FORS Professional Development for drivers
- Annex 2 – FORS Professional Development for managers
- Annex 3 – Glossary
- Annex 4 – Resources
- Annex 5 – Summary of changes
- Annex 6 - 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 Standard version 5 transitional provisions

For information on version 5 implementation date and transitional provisions for some of the new training requirements, please see Annex 6.

FORS Professional Development links:

- [FORS Professional 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 and FORS Silver requirement S5. **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	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			
<ul style="list-style-type: none"> • 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 • 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 			

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 and FORS Silver requirement S5. **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			
<ul style="list-style-type: none"> 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 and FORS Silver requirement S5. **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 training course or FORS Approved WRRR training course that includes on-cycle hazard awareness	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			
<ul style="list-style-type: none"> • 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 • 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 			

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 and FORS Silver requirement S5. **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			
<ul style="list-style-type: none"> 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 Standard version 5.0 transitional arrangements

For information on version 5 implementation date and transitional provisions for some of the new training requirements, please see Annex 6.

FORS Professional Development links:

- [FORS Professional Training](#)
- [FORS Approved Training](#)
- [FORS Practitioner workshops](#)

ANNEX 2

FORS PROFESSIONAL DEVELOPMENT FOR MANAGERS

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	Initial Gold audit: working towards qualifying as a FORS Practitioner	N/A
	For the responsible person, or nominated person responsible for the fleet operation	Re-approval Gold audit: qualified FORS Practitioner	5 years
SPECIAL NOTES FOR MANAGERS			
<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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

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 <i>italics</i> are also terms defined in this glossary)
Accreditation	FORS <i>operators</i> having met the FORS <i>Bronze, Silver or Gold requirements</i>
Action points	A record of an incidence of non-compliance with the FORS <i>requirements</i>
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 <i>FORS Standard</i>
Bronze	The first level of FORS <i>accreditation</i>
Car	A passenger <i>vehicle</i> with up to eight passenger seats
Case study	A <i>requirement</i> at FORS <i>Gold</i> 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 <i>Bronze requirement V6</i>
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 <i>requirement</i> has been met
Demonstration	The specific outputs that demonstrate how a requirement is to be met at <i>audit</i>
Direct vision	What a <i>driver</i> can see through windows rather than using mirrors or cameras
Driver	A person employed to drive or ride any <i>vehicle</i> that is in scope of FORS <i>accreditation</i>
Driver CPC	Driver Certificate of Professional Competence – a qualification for professional <i>PCV</i> and <i>HGV drivers</i>

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 <i>vehicle</i> exhaust systems released into the air
FORS	The acronym for the Fleet Operator Recognition Scheme
FORS Approved Training	Training that meets the <i>requirements</i> 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 <i>audit</i> is a true reflection of the company's activities, <i>policies</i> and <i>procedures</i> that are in place and evidenced at the time of the <i>audit</i>
FORS eLearning	Part of FORS Professional – a comprehensive series of online training modules designed to offer <i>drivers</i> 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 <i>FORS Approved Training</i> or <i>FORS Professional Training</i>
FORS Professional Training	A comprehensive package of training for managers and drivers, developed and delivered or licensed by FORS to help operators meet the <i>FORS Standard</i>
FORS Professional training register	A register of individuals who have completed either <i>FORS Professional Training</i> or <i>FORS Approved Training</i>
FORS Profession data report	A table within the <i>Silver/Gold</i> 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 <i>accreditation</i>
Gold	The highest level of FORS <i>accreditation</i>

HGV	A goods <i>vehicle</i> over 3.5 tonnes gross <i>vehicle</i> 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.
Indirect vision	What a <i>driver</i> can see through mirrors and cameras rather than the <i>vehicle</i> windows
Initial audit	The first FORS <i>audit</i> at each level of <i>Bronze, Silver or Gold</i>
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 <i>Gold accreditation</i>
May	Indicates an element within the <i>FORS Standard</i> that is optional or an emerging practice
Minibus	A passenger <i>vehicle</i> with more than eight, but not more than 16 passenger seats
MOCA	Multi-operating centre accreditation – a type of accreditation for FORS <i>operators</i> with more than one <i>operating centre</i> to be accredited and the same <i>policies</i> and <i>procedures</i> 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
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 <i>vehicle</i> , including motorcycles and mopeds
Particulate Matter	A <i>vehicle</i> emission that is a mixture of solid and liquid particles suspended in the air and are harmful to human health, eg dust, pollen, soot, smoke and droplets
PCV	Passenger carrying <i>vehicle</i> – a passenger <i>vehicle</i> with more than eight passenger seats
PDP	Professional development plan – a plan that identifies and documents progressive <i>FORS Professional Development</i> 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 <i>requirement</i>
Purpose	The reason why the specific outcome is required
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 <i>operator</i>
Shall	Indicates an element in the <i>FORS Standard</i> that is mandatory to demonstrate the <i>requirement</i> has been met
Should	Indicates an element in the <i>FORS Standard</i> that is recommended as good practice
Silver	The second level of FORS <i>accreditation</i>
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 <i>vehicle</i> 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 <i>vehicle</i> up to 3.5 tonnes gross vehicle weight
Vehicle	An <i>HGV, PCV, van, car, P2W or wheeled plant</i>
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, <i>P2W</i> riders, horse riders
WRRR	Work-related road risk – a method of managing the risks created and faced whilst driving for work

Annex 4

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/Gold requirements	Going for Silver and Gold

Management Resources

FORS REQUIREMENT	FORS RESOURCES
M1	FORS Practitioner WS1 - Developing fleet management policy
	LoCITY Fleet Manager Toolkit/ LoCITY Driving
	Van Smart
	TruckSmart
	Anti-idling toolkit
	European Agency for Safety and Health at Work
M3	Fleet Management Essentials

M4	Fleet Management Essentials
	Check someone's driving licence information
	View a job applicant's right to work details
	Check if a health condition affects your driving
M5	LoCITY Fleet Manager Toolkit/ LoCITY Driving
	Van Smart
	TruckSmart
	Anti-idling toolkit
M6	Fleet Management Essentials
M7	Fleet Management Essentials
	Check if a health condition affects your driving
M8	FORS Practitioner WS2 - Managing work-related road risk
	FORS Practitioner WS10 - Managing noise in logistics
	TruckSmart
	Health and safety - personal safety in or around vehicles
	Health and safety
	Health and safety – Vehicle manoeuvring
	FORS Collision Manager
	Risk management
	Slips and trips
	Risk at Work - Manual handling
	Control of Substances Hazardous to Health (COSHH)
	Working at height
M8	Access to vehicle
	Vehicles at work
	Safe manoeuvring
	Traffic management on site

M8	Coupling and uncoupling
	European Agency for Safety and Health at Work
M10	Smart Driving
	Smart Deliveries
	FORS Practitioner WS8 - Minimising transport fines and charges
M11	Department for Transport (DfT)

Drivers Resources

FORS REQUIREMENT	FORS RESOURCES
D1	FORS Driver Licence Checking Service
	Driver and Vehicle Standards Agency (DVSA)
	Check someone's driving licence information
	Check your Driver CPC periodic training hours
	Fleet Management Essentials
D2	FORS Practitioner WS2 - Managing work-related road risk
	Fleet Management Essentials
	Smart Driving
	Driving standards
	The Highway Code
	Van Smart
D3	Fleet Management Essentials
	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
	Fleet Management Essentials

D4	Safe Urban Driving
	Van Smart
	Cycle Safety
	FORS Driver Licence Checking Service
	Smart Driving
	Security and Counter Terrorism (eLearning/Toolbox Talk)
	Bridge Smart (eLearning/Toolkit)
D5	Fleet Management Essentials
	Smart Driving
	In-vehicle communication
	Brake: Road safety charity
D6	Fleet Management Essentials
	FORS Practitioner WS3 - Managing driver fitness and health
	Smart Driving
	Health and eyesight
	Check if a health condition affects your driving
	RoSPA - Driving for work fitness to drive
D7	Fleet Management Essentials
	Drivers' hours and working time
	Drivers' hours
D7	Tachographs: rules for drivers and operators
	Drivers' hours and tachographs: goods vehicles
D8	Drivers' Hours: have you got the time?
	FORS Driver Licence Checking Service

Vehicles Resources

FORS REQUIREMENT	FORS RESOURCES
V1	FORS Practitioner WS6 - Safe and efficient fleet management
	Fleet Management Essentials
	Van Smart
	TruckSmart
	Maintaining roadworthiness of commercial vehicles
V2	FORS Practitioner WS6 - Safe and efficient fleet management
	Fleet Management Essentials
	Van Smart
	TruckSmart
	Daily walkaround checks
	Driving a van: daily walkaround check
	Heavy goods vehicles (HGV): driver's daily walkaround check
	Public service vehicle (PSV): driver's daily walkaround check
V3	FORS Practitioner WS6 - Safe and efficient fleet management
	Fleet Management Essentials
V4	FORS Practitioner WS6 - Safe and efficient fleet management
	Fleet Management Essentials
V4	Tax your vehicle
	When you need to make a SORN
V5	FORS Practitioner WS6 - Safe and efficient fleet management
	Fleet Management Essentials
	Load safety

V5	Load safety HSE
	Safe driving: loading and unloading
V5.1	FORS Practitioner WS6 - Safe and efficient fleet management
	Fleet Management Essentials
	TruckSmart
	European Agency for Safety and Health at Work
V5.2 & V5.3	FORS Practitioner WS6 - Safe and efficient fleet management
	Fleet Management Essentials
	European Agency for Safety and Health at Work
V5.4	FORS Practitioner WS6 - Safe and efficient fleet management
	Fleet Management Essentials
	European Agency for Safety and Health at Work
	Van Smart
V5.5	FORS Practitioner WS6 - Safe and efficient fleet management
	Fleet Management Essentials
	European Agency for Safety and Health at Work
	FORS Driver Licence Checking Service
V6	FORS Practitioner WS6 - Safe and efficient fleet management
	Fleet Management Essentials
V6	Van Smart
	Cycle Safety
	Vehicle safety equipment
	FORS Vehicle safety equipment guide
	FORS Vehicle Graphics Service
	Direct Vision Standard for HGVs
	Safer Lorry Scheme
	TruckSmart

V7	FORS Practitioner WS6 - Safe and efficient fleet management
	Fleet Management Essentials
	LoCITY Fleet Manager Toolkit /LoCITY Driving
	Van Smart
	TruckSmart
	Tyre management
	Anti-idling toolkit
	FORS Collision Manager
	LoCITY and LoCITY Annual Conference

Operations Resources

FORS REQUIREMENT	FORS RESOURCES
O1	LoCITY Fleet Manager Toolkit /LoCITY Driving
	Smart Driving
	Routing
	Congestion toolkit
	Preferred routes for high and heavy abnormal load movements
O1	ESDAL abnormal load notification
O2	FORS Practitioner WS7 - Reducing fuel use and minimising environmental impacts
	FORS Practitioner WS8 - Minimising transport fines and charges
	LoCITY Fleet Manager Toolkit /LoCITY Driving
	Anti-idling toolkit
	Eco-Driving for HGVs
	Congestion toolkit
	LoCITY and LoCITY Annual Conference
	Business and the environment

O2	Diesel engine exhaust emissions
	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 Classroom training / eLearning / Toolkit
	Collision Management - Collision Investigator Classroom training / eLearning / Toolkit
	Incidents and insurance
	FORS Collision Manager
O5	TruckSmart
	ESDAL abnormal load notification
	Transporting dangerous goods
	Transporting abnormal loads
	Hazardous waste
O6 and O7	Security and Counter Terrorism (eLearning / Toolbox Talk)
	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 / LoCITY Driving
	RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

S2	Diesel engine exhaust emissions
	European Agency for Safety and Health at Work
S3	FORS Practitioner WS7 - Reducing fuel use and minimising environmental impacts
	LoCITY Fleet Manager Toolkit / LoCITY Driving
	Tyre management
	Anti-idling toolkit
	Congestion toolkit
	LoCITY and LoCITY Annual Conference
	Business and the environment
S4	FORS Practitioner WS2 - Managing work-related road risk
	FORS Practitioner WS5 - Collision procedures and analysis
	Smart Driving
	Collision Management - Road Risk Champion Classroom training / eLearning / Toolkit
S4	Collision Management - Collision Investigator Classroom training / eLearning / Toolkit
	FORS Collision Manager
S5	FORS Practitioner WS4 - Managing driver training and development
	Safe Urban Driving
	Van Smart
	Cycle Safety
	Smart Driving
	FORS Driver Licence Checking Service
S6	FORS Vehicle safety equipment report
	FORS Vehicle safety equipment guide

S7	FORS Noise pollution template
	FORS Practitioner WS10 - Managing noise in logistics
	Quiet equipment and vehicles: making the right choice
	Metropolitan Police
	Regulations: noise emissions from outdoor equipment
	Noise Abatement Society

Gold Resources

FORS REQUIREMENT	FORS RESOURCES
G2	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 / LoCITY Driving
	Business and the environment
G3	FORS Gold case study
	FORS Practitioner WS9 - Measuring and monitoring road fleet performance
	LoCITY Fleet Manager Toolkit / LoCITY Driving
G5	FORS Practitioner WS1 - Developing fleet management policy
	FORS Practitioner WS2 - Managing work-related road risk
	FORS Practitioner WS3 - Managing driver fitness and health
	FORS Practitioner WS4 - Managing driver training and development
	FORS Practitioner WS5 - Collision procedures and analysis
	FORS Practitioner WS6 - Safe and efficient fleet management

G5	<u>FORS Practitioner WS7 - Reducing fuel use and minimising environmental impacts</u>
	<u>FORS Practitioner WS8 - Minimising transport fines and charges</u>
	<u>FORS Practitioner WS9 - Measuring and monitoring road fleet performance</u>
	<u>FORS Practitioner WS10 - Managing noise in logistics</u>
	<u>Safe Urban Driving</u>
	<u>FORS Driver Licence Checking Service</u>
G6	<u>FORS Sustainable operations template</u>
	<u>LoCITY Fleet Manager Toolkit / LoCITY Driving</u>
	<u>LoCITY and LoCITY Annual Conference</u>
	<u>ACT travel wise website</u>
G8	<u>ACT travel wise website</u>

Annex 5

Summary of changes

Version 5.0 requirement		Version 4.1iii reference	Summary of change
M1	FORS documentation	M1 FORS policies and procedures manual	Clearer requirements and includes documented requirements from the preamble. All required policies documents are listed
M2	Records and information	M6 Document review M10 Information management	Specific periods added for all records retention
M3	Responsible person	M3 Responsible person(s)	No material change
M4	Staff and resources	M2 Organisational structure and responsibilities	Clearer requirements and lists all other appointments mentioned in other requirements. New requirements to appoint other people with responsibility for specific activities with the FORS Standard
M5	Communication	M5 Communication	No material change but lists all other communications methods from other requirements
M6	Vehicle fleet	New requirement	Details of the fleet now required including VRM number and type of vehicles and trailers
M7	Regulatory licensing	M4 Regulatory licensing	No material change
M8	Health and safety	V8 Personal safety in or around vehicles V9 Vehicle manoeuvring D6 Health and safety	Merged all health and safety requirements into a single requirement. All required risk assessments are listed including operational risk assessments
M9	Complaints	M7 Complaints	No material change
M10	Transport infringements	M8 Transport fines and charges D9 Driver infractions	M8 and D9 merged into a single requirement. No material change

M11	Transport updates	M9 Transport update	No material change
V1	Serviceability and roadworthiness	V1 Inspection and maintenance plan	Clearer requirements and aligned the policy to the TruckSmart and LoCITY toolkits including environmental performance standards
V2	Daily walkaround checks	V2 Defect checks	Title change to be consistent with DVSA and Earned Recognition terminology. Major components to check now listed out and minimum of one check within each 24 hours required
V3	Insurance	V3 Insurance	No material change
V4	Vehicle tax	V4 Vehicle excise duty and SORN	Title change to be consistent with DVLA
V5	Load safety	V5 Safe loading and load restraints V6 PCV safe loading and load security	V5 now split into individual requirements for different vehicle types
V6	Vehicle safety equipment	V7 Vulnerable road user safety	No material change but DVS added for London operations
V7	Tyre management	M11 Tyre and fuel management	Now a single requirement for tyre management
D1	Licensing	D1 Licensing and qualifications	Inclusion of validity checks on Driver Qualification Cards and Digital Tachograph Cards
D2	Driving standards	D2 Driving standards	Clearer reference to The Highway Code requirements not referenced elsewhere in the FORS Standard ie seatbelts, speed, distractions, weather conditions, etc
D3	Staff induction	D3 Induction training	No material change but specific detail removed from Approved Training Annex and incorporated into the requirement
D4	Professional development	D4 Professional development	Now refers to Annexes 1 and 2 for detail. Security and Counter Terrorism training now mandatory. Valid for 24 months

D5	In-vehicle communication	D5 In-cab technology	No material change but clearer requirements and recommendation on usage of hand-held mobile phones
D6	Health and eyesight	D7 Driver fitness and health G5 Driver health and fitness review	D7 and G5 merged to include clearer requirements. Drugs and alcohol monitoring included as a recommendation
D7	Working time and drivers' hours	D8 Drivers' hours and working time	No material change but requirement has been completely rewritten by DfT
O1	Routing	O1 Routing and scheduling	Scheduling removed. Risk assessed added for prescribed and designated routes
O2	Fuel, emissions and air quality	M11 Tyre and fuel management O4 Engine idling	M11 split to include fuel management only and merged with O4. Fuel and Emissions Champion to be nominated
O3	Road traffic collisions	O3 Incidents and insurance	Renamed to removed confusion with V3. Road Risk Champion to be nominated
O4	Passenger safety	New requirement	Includes PCV but also passengers in other vehicles
O5	Specialist operations	O2 Specialist goods and abnormal loads	No material change but clearer requirements
O6	Operational security	O5 Vehicle / equipment theft and unauthorised access	No material change but clearer requirements
O7	Counter terrorism	New requirement	Security measures required in addition to O6 including nominating a Counter Terrorism Champion
S1	FORS Bronze	S1 Maintain FORS Bronze	No material change
S2	Performance data	S6 Performance data	Asking for fuel and distance data, and collision data, by specific vehicle type
S3	Fuel, emissions and air quality	S7 Fuel and emissions	No material change but clearer requirements

S4	Road risk	S8 Road risk	No material change but clearer requirements
S5	Professional development	S5 Vulnerable road users safety training	Renamed to align with D4 and G5. Refers to FORS Professional and FORS Approved mandatory training listed at Annexes 1 and 2. Mandatory fuel efficiency eLearning introduced
S6	Vehicle safety equipment	S3 Audible warning systems S4 Blind spot minimisation	S3 and S4 merged to create a single requirement. Blind spot minimisation replaced with a specific camera system requirement meaning Fresnel Lenses are no longer recognised. A tolerance has been included for older vehicles. Right hand blind spot camera system requirement for left hand drive vehicles has been removed
S7	Noise pollution	G8 Noise assessment	Moved from Gold
S8	Internal communications	New requirement	To ensure the flow of FORS related information across the whole organisation
S9	Sub-contracted services	New requirement	To provide confidence to FORS specifying clients that require FORS accreditation to be flowed down throughout sub-contracted services
G1	FORS Silver	G1 Maintain FORS Bronze and FORS Silver	No material change
G2	Performance data	G4 Performance data	Requirement to report previous 24 months' data to provide year-on-year comparison
G3	FORS case study	G3 Published and updated case study	Now renewed every three years to reflect meaningful improvements
G4	Recruitment and retention	G7 Strategy for recruiting new drivers	Now includes staff involved in the fleet operation, retention initiatives and a requirement for driving licence acquisition training

G5	Professional development	G6 Professional development	Responsible person or other nominated manager required to be working towards FORS Practitioner at initial Gold accreditation and qualified at Gold re-approval. Mandatory classroom fuel efficiency training course introduced
G6	Sustainable operations	G9 Modal shift and alternative vehicles	Renamed and broadened to include a range of sustainable initiatives such as consolidation, direct vision vehicles, investment in technology, etc. No older vehicle tolerance for camera system requirement at S6. However the fitment of camera system for older vehicles maybe planned in line with fleet replacement cycle
G7	Promoting FORS	G2 Promoting the FORS Standard	Clearer requirements and evidence now required of FORS promotional activities during the past 12 months
G8	Staff travel	New requirement	Requirement for other steps to be taken to minimise impact on the road network
G9	Contracted services	New requirement	To require FORS accreditation throughout new contracted services that are delivered on behalf of FORS operators

Version 5 Annexes	Version 4.1iii Annexes
Annex 1 – FORS Professional development for drivers	Annex 1 – Policy checklist
Annex 2 – FORS Professional development for managers	Annex 2 – Glossary
Annex 3 – Glossary	Annex 3 – Audit checklists
Annex 4 – Resources	Annex 4 – FORS Progression data report
Annex 5 – Summary of changes	Annex 5 – FORS Professional Development
Annex 6 - Implementation and transitional provisions	Annex 6 – FORS Silver requirements S3/ S4/S5 templates
	Annex 7 – FORS Gold requirements G3/ G8/G9 templates
	Annexes 1, 3, 6, 7 transferred to FORS Audit Toolkit

Annex 6

Implementation and transitional provisions

Implementation - version 5 of the FORS Standard applies to organisations with audit dates on and after 14 January 2019

Transitional provisions - there are a number of transitional provisions in place for the following requirements:

Driver and manager training

Driver training	Bronze D4 Security and Counter Terrorism eLearning	
Audit date	14/01/19 – 31/03/19	01/04/19 onwards
Requirement	New training to be planned and evidenced	New training to be completed and evidenced

Driver training	Gold G5 LoCITY Driving classroom training or FORS approved environmental awareness training course	
Audit date	14/01/19 – 31/12/19	01/01/20 onwards
Requirement	New training to be planned and evidenced	New training to be completed and evidenced

Manager training	Bronze M3 Training on maintaining continuous and effective management of fleet activities Silver S5 Fuel and Emissions Champion and Road Risk Champion Gold G5 FORS Practitioner qualification (Gold re-approval audit)	
Audit date	14/01/19 – 31/12/19	01/01/20 onwards
Requirement	New training to be planned and evidenced	New training to be completed and evidenced

Bronze V6 - For London operations (effective from implementation date of TfL’s HGV safety permit scheme) for good vehicles over 12 tonnes gross vehicle weight

This element of Bronze requirement V6 is subject to Transport for London’s statutory consultation on the HGV Direct Vision Standard and the safety permit scheme. It will be fully effective as a Bronze mandatory requirement from the same date as Transport for London’s scheme comes into force.

G9 Contracted services

Transitional provision for Gold operators undertaking re-approval audits:

Gold G9 Contracted services This requirement applies to new contracts only		
Audit date	14/01/19 – 31/12/19	01/01/20 onwards
Requirement	Plan for incorporating a flow down clause in all new contracts awarded from date of re-approval audit	Flow down clause incorporated in all new contracts awarded since previous re-approval audit

It is recognised that some organisations, for example smaller ones, do not have the ‘buying power’ to influence the terms and conditions applied by suppliers. Therefore it is sufficient to demonstrate that reasonable endeavours have been taken to implement the contract clause.

Acknowledgements

We gratefully acknowledge the invaluable contributions of the following organisation in the production of the FORS Standard v5.0:

- BML Utility Contractors
- Carousel Logistics
- Central Buses
- City of London Corporation
- CLOCS - Construction Logistics and Community Safety
- Confederation of Passenger Transport
- Department for Transport
- DHL UK
- Direct Insurance Group
- Driver and Vehicle Standards Agency
- DriveTech
- First Choice Minibus Services
- Highways England
- High Speed Two (HS2)
- Institute of Couriers
- Leaseplan UK
- LoCITY
- Lothian Buses
- McFarlane Telfer
- Metropolitan Police
- Mineral Products Association
- North East Combined Authority
- O'Donovan Waste
- RoadPeace
- Roger Bullivant Ltd
- Skanska
- Society of Operational Engineers
- Tarmac
- Thales UK (Ground Transportation Services)
- Thames Tideway
- Transport for Greater Manchester
- Transport for London
- TR Fleet
- TNT
- Travis Perkins
- Veolia
- Wolseley UK

Notes



Driver's Handbook



Acknowledgment

This handbook has been jointly developed by the members of the Mineral Products Association (Hanson UK) Transport Committee and Health and Safety Committee, as a tool for working drivers to help them understand and manage the risks that they face and create when driving and operating vehicles for work. It will help people make safer choices about the way they drive and behave around vehicles.

This is a guidance document, but using the information given should help you to comply with your statutory duties in respect of safe driving and work practices. The document is not exhaustive and provides information, in no particular order, on the main risks that working drivers may encounter, as part of their everyday working lives in our industry relevant to the type of vehicle that they drive and operate.

All information contained in this document is accurate at the time of publication (February 2022). It is the responsibility of the reader to ensure they update themselves regularly on any changes to Road Traffic or Safety, Health and Welfare at Work legislation relevant to their duties.

More detailed information on general road and workplace health and safety can be found in the appendices at the rear of this document.



Introduction

Driving and operating large goods vehicles (LGVs) is a critical, if often under-recognised, part of the minerals products industry. The industry loads, transports and delivers over 200 million tonnes of materials by road every year and this supply is essential for the development of the UK's infrastructure and built environment.

Driving and operating LGVs is one of the most dangerous activities that people undertake. Every year in the UK many people are killed and seriously injured while driving for work. Sadly there are an unacceptable number of fatal incidents within the industry.

All of these incidents are preventable!

The purpose of the 'Driver's Handbook' is to make LGV drivers aware of the risks that they may face or create while driving and operating vehicles and typically understanding how to manage the risks. The handbook outlines what is required of a driver in terms of his or her, vehicle, journey and driving behaviours. In addition it deals with emergency situations and gives practical advice on what to do to help keep you safe from avoidable harm.

This handbook will help you work with your employer to avoid preventable incidents and injuries to yourself and other people when driving for work. It should be used with your employer's driving for work policies and procedures.

'DON'T TAKE THE RISK - GO HOME SAFE'

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- 101** Loading Procedures on Building Product Sites
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- 104** Deliveries to Highways/Roadwork Sites
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Code of Conduct

Professional Driver

I agree to adopt this code of conduct. I accept that as a professional driver I have responsibilities under both chain of responsibility and Health and Safety (H&S) legislation to maintain my fitness for duty and not accept unsafe practices or breaches of the law. I share the road with other road users to improve community safety.

1. I recognise and accept my obligations as a professional driver.
 - ✓ **DO** - Ensure you conduct yourself in a polite and considerate manner at all times as an ambassador for the industry, your company and Hanson UK
 - ✓ **DO** - Ensure you drive with consideration for all road users and pedestrians
 - ✓ **DO** - Support safety within the workplace
 - ✓ **DO** - Actively support this code and promote it to other drivers
 - ✓ **DO** - Encourage safety on the road
 - ✓ **DO** - Maintain your professional knowledge through Driver Certificate of Professional Competence (DCPC) and recognised industry schemes.
2. I undertake to comply with all road laws, and be considerate of others:
 - ✓ **DO** - Be professional at all times
 - ✓ **DO** - Ensure you're fit for duty – alert, healthy and prepared for the driving task
 - ✓ **DO** - Observe speed limits and seat belt laws
 - ✓ **DO** - Observe working time regulations and 'Rules on Driver's Hours and Tachographs'
 - ✓ **DO** - Observe drug and alcohol laws
 - ✓ **DO** - Leave a safe distance between other vehicles
 - ✓ **DO** - Travel in left lanes unless overtaking
 - ✓ **DO** - Adopt a considerate driving style, reducing noise when operating in a built up area
 - ✓ **DO** - Obey all other laws and operate to 'The Highway Code'.

Code of Conduct

Professional Driver

3. I support the introduction of company 'Safe Systems of Work' that include practices and procedures to reduce the risk of injury or death at our own and customer locations.
4. I take pride in my vehicle and conduct regular checks to ensure my vehicle and the load remains in a safe condition:
5. I understand that driver distraction is a risk and I will reduce this.
 - ✓ **DO** - Fully prepare for any journey to avoid being distracted when driving.
 - ✗ **DON'T** - Use mobile phones, two way radios or other forms of communication whilst in control of a vehicle in accordance with company rules
6. I actively support this code of conduct for the purpose of promoting compliance with laws and promoting safe behaviour, within the workplace and on the road.
7. I undertake to actively participate through my Health and Safety representatives and managers to commit to industry codes of conduct, codes of practice and safety guidelines found in this handbook.

Company:

Print Name: Signature:

Date:

Code of Conduct

Professional Driver

All drivers delivering on behalf of Hanson UK, are required to have passed an MPQC Site Safety Awareness course. Upon taking and passing the Site Safety Awareness course, drivers will be issued with an mp connect card.

The mp connect card is a digital card that will be scanned at sites to prove a driver's competencies are valid to enter the site safely.

Details of the drivers training record and relevant site-specific information such as site inductions, will be stored onto the mp connect card, giving a driver access to a fully integrated learning management system which holds a library of e-Learning courses, toolbox talks, safety nudges and incident alerts. The mp connect card is renewable via an annual subscription.

The mp connect card is ultimately designed to ensure the industry's high standards in Health and Safety are not only maintained but are continuously raised, making the industry a safer place for not only you and your colleagues but for everybody around you.

mp connect

- A state-of-the-art card-based system
- A fully integrated Learning Management System
- Replacement for the variety of cards currently in use
- A fully functioning record of achievement
- Evidence of qualifications and training undertaken
- Industry agreed e-Learning, toolbox talks and training that will avoid unnecessary duplication of training when operating between different companies
- Access to a suite of e-Learning courses at no additional cost
- Safety nudges offering real-time information on alerts and incidents
- Guaranteeing industry standards are achieved to help make the sector a safer place to work
- Earning and holding the card ensures that everyone has achieved the same standard



Driver Training and Skill Cards

Driver Licences

All drivers who operate on behalf of Hanson UK must hold the appropriate license and a Driver Qualification Card (DQC) and hauliers must have a robust system in place to check driver's licences at least every 6 months.



- Drivers must have a current license for the class of vehicle being driven
- The license must have an up to date address
- Drivers may be asked to produce their license when operating on Hanson UK sites
- Drivers must present other cards such as Driver's Skills Cards (DSC) on request.

Legal Requirements

The holder of a license must produce it on request to a police officer or traffic examiner. If the license cannot be produced at the time of request, it must be produced to:

- The Police – at a Police Station of the driver's choice within 7 days
- Traffic Examiner – at the Traffic Area Office within 10 days.

Note: It is your responsibility to notify your manager immediately of any endorsements placed on your driving license.

Driver Training and mp connect card

Training

All operators of crane lorry loaders must have completed industry approved training and been awarded the appropriate certification to operate the lifting equipment. There is a choice of registered bodies that have Health & Safety Executive (HSE) recognition of this training.



Construction Industry Training Board
All courses should be accredited to JAAPT (Joint Approvals Unit For Periodic Training).



The Association of Lorry Loader Manufacturers and Importers



National Plant Operators Registration Scheme Limited



MP Skills

mp connect card



All drivers delivering for Hanson UK require a DSC (MPQC or other industry recognised scheme) and must carry this with them and will be asked to provide proof. Drivers should also be trained on VRU (Vulnerable Road Users) and SUD (Safe Urban Driving). Check with your certification scheme for exact course requirements.

The MPQC Driver Skills Card has a hologram and background image, which cannot be reproduced in the above sample for security purposes.

FORS/CLOCS (or equivalent)

Vulnerable Road Users

Hanson UK and its members are committed to improving road safety and are actively involved in many initiatives around the UK to reduce traffic related incidents and improve the image of the industry.

A key part of this is the reduction in incidents involving construction industry vehicles and vulnerable road users.

Who are Vulnerable Road Users?

Vulnerable Road User is a term applied to those most at risk in traffic:

- Pedestrians
- Cyclists
- Motorcyclists
- Horse riders
- Learner drivers/Inexperienced drivers/Elderly drivers
- Animals
- Mobility scooters
- E Scooters
- Children
- Older and disabled people

Pedestrians

- More than 60 child pedestrians are killed or seriously injured every week, children often misjudge the speed and intentions of drivers and are easily distracted
- Nearly half of all pedestrians killed are aged over 60
- Older people may have difficulties in seeing or hearing approaching traffic and may have decreased mobility.

Cyclists

- Around 75% of fatal or serious cyclist accidents occur in urban areas
- Around half of cyclist fatalities occur on rural roads
- 75% happen at/near road junctions or roundabouts
- 80% occur in daylight – but night time incidents are more likely to be fatal
- Almost one quarter of the cyclists killed or injured are children.

Cyclists and large goods vehicles (LGVs)

- LGVs (Large goods vehicles) present a particular danger for cyclists, especially in urban areas where around 20% of cyclist fatalities involve an LGV
- These often occur when an LGV is turning left at a junction
- About one quarter of incidents resulting in serious injury to a cyclist involves an LGV, bus or coach passing too close to the rider.



Motorcyclists

- Motorcyclists represent 1% of traffic yet account for up to 20% of the deaths and serious injuries on our roads
- Motorcyclists are 40 times more likely to be killed than car drivers
- Recent European research reveals that nearly 70% of motorcycle accidents involved a car, lorry or bus and that approximately 55% of accidents occur at junctions
- It is unlikely that in all these cases the motorist failed to look but rather failed to see the motorcyclist.

CLOCS

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 standard 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

FORS

Operators: Demonstrate compliance to CLOCS through FORS

FORS is an accreditation scheme delivering safety, environment and efficiency benefits for the 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 visit www.fors-online.org.uk

FORS and CLOCS are examples of current standards that enable a vehicle operator to meet the requirements of delivering to our industry.

FORS (or equivalent)

Fleet Operator Recognition Scheme

An accreditation scheme covering safety, fuel efficiency, emissions and improved road transport operating standards.



CLOCS (or equivalent)

Construction Logistics & Community Safety

An initiative to improve vulnerable road user safety related to the delivery of construction materials.



Driver's Section

Cab Safety

Seatbelts, Loose Items, Unauthorised Passengers and Animals

Whilst driving on a Hanson UK site or on our customer delivery sites, drivers are required to wear a seatbelt AT ALL TIMES to minimise the risk of injury in the event of a collision or rollover. It is also good practice to wear your seatbelt on low speed reversing manoeuvres and many companies enforce this however, check with your supervisor for the local rules.

In rollover crashes, injury outcomes to the driver and/or occupants of a truck can be more severe.

Failure to wear the seatbelt increases the risk of being ejected from the vehicle or being thrown around the interior of the cab.

- ✓ **DO** - Secure all loose items in the cab to prevent being injured in the event of a collision
- ✓ **DO** - Wear your seatbelt
- ✗ **DON'T** - Allow dogs or any other animal in cabs (or on site)
- ✗ **DON'T** - Allow children in cabs (or on site)
- ✗ **DON'T** - Place objects in main field view of windscreen.



Cab Safety

Mobile Phones

Using a mobile phone whilst driving (even with hands free or bluetooth) increases the risk of having an accident. Ideally avoid their use entirely whilst driving (refer to Hanson rules). If this is not the company policy, consider the following:

- Legislation makes using hand-held mobile phones and electronic devices whilst in control of a vehicle illegal and this is also strict company policy.
- Using electronic equipment while driving can be a distraction. If you are involved in an incident while operating such equipment, you could be liable to prosecution.
- Although company vehicles are fitted with Bluetooth or equivalent hands-free technology, you are responsible for the safe control of the vehicle at all times.
- You are not required to answer a phone while driving. If you do take a hands-free call, be brief as research shows driver reaction times are considerably slower during a phone conversation. For this reason, Microsoft Teams meetings calls and conference calls are not permitted while in control of a vehicle.

You can only take a phone call if:

- you are using the hands-free function
- your mobile phone is securely and safely positioned, i.e. not placed so it obscures driving instruments or on a surface where it could fall on the floor.
- You are strictly prohibited from reading or sending text messages, emails, chats, posts or other messages whilst in control of a vehicle.
- If you are using satellite navigation system, do not touch it while driving.

Cab Safety

In Cab Technology

Satellite Navigation Systems

- ✓ **DO** - Program these before the journey begins
- ✓ **DO** - Position them out of reach as they should not be physically adjusted during the journey
- ✗ **DON'T** - Mute them as this might encourage you to take your eyes off the road ahead
- ✗ **DON'T** - Allow the device to obscure your main line of sight.

Other Electronic Devices (iPod or equivalent)

- ✓ **DO** - Set up any entertainment system e.g. a cd or iPod to the vehicles radio system before you begin your journey
- ✓ **DO** - Position them out of reach as they should not be adjusted during the journey
- ✗ **DON'T** - Use ear pieces under any circumstances
- ✗ **DON'T** - Allow the device to obscure your main line of sight.



Driver's Behaviour

Driving Conduct

You are our Ambassador

Your conduct on the road is important. It has a direct impact on public attitudes towards Hanson UK and the Industry. As a professional driver it is important to maintain the standards and codes of conduct that go above and beyond those of non-professional drivers. Always drive within the road traffic regulations and the Highway Code.

Watch Your Speed

- ✓ **DO** - Always drive within the speed limits and take care in villages and built up areas.

No Aggressive Driving

- ✗ **DON'T** - Intimidate other road users by driving too close or at excessive speed
- ✗ **DON'T** - Tailgate.

No Convoying

- ✓ **DO** - Leave room for lighter vehicles to overtake without having to pass more than one LGV at once
- ✗ **DON'T** - Run in convoy.

Reduce Noise

- ✓ **DO** - Drive in a manner which minimises noise from engines, bodies and suspensions, particularly in villages and built up areas and especially in the early morning and late at night.
- ✓ **DO** - When unladen further reduce speed over speed bumps or on rough terrain

Lane Discipline

- ✓ **DO** - Always keep to the left-hand lane unless overtaking slower vehicles
- ✓ **DO** - Remember to use the mirror, signal and manoeuvre routine before changing lanes
- ✓ **DO** - Remember when driving on the motorway, watch out for any vehicle in the right hand lane moving back into the left, as most vehicles will be travelling faster than you
- ✗ **DON'T** - Use the extreme right-hand lane on a three-lane or four-lane motorway unless permitted.

Driver's Behaviour

Planning Ahead

Use a planned system of driving:

The road around you is made up of different zones of visibility. In some areas your view will be good and in others you will only be able to see what is immediately in front of you. Where your view is restricted, use alternate sources of information making the most of any glimpses of 'wider views' that you can get.

On the approach to a hazard where the view is restricted, use every opportunity to get more information about the road ahead.

For example:

- ✓ **DO** - Consider the curvature of a row of trees or lamp posts
- ✓ **DO** - Look for reflections in shop windows
- ✓ **DO** - Check the angle of approaching headlights
- ✓ **DO** - Check the angle of shadows cast by headlights and other lights
- ✓ **DO** - Look for open spaces and breaks in hedges, fences and walls in the approach to a blind junction.

Next time you drive along a familiar route, make a mental note of the opportunities to use additional sources of information.

Acting appropriately

POSITION

- ✓ **DO** - After giving a signal, take up the correct position on the road. You may need to check your mirrors again before changing course.

SPEED

- ✓ **DO** - Adjust your speed to the correct level for the hazard by using the brakes or engine braking system.

GEAR

- ✓ **DO** - Once travelling at the right speed, select the correct gear to negotiate and accelerate away from the hazard.

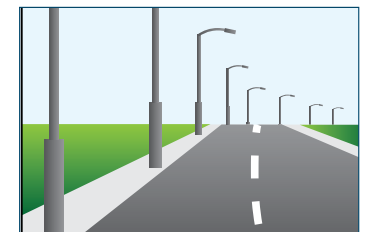
Safer driving means:

- Less injuries and fatalities on our roads
- Less accident damage to vehicles
- Less unproductive downtime for vehicle repair
- Reduced insurance premiums.

Using fuel more efficiently means:

- Lower costs
- Improved profit margins
- Reduced emissions
- Improved environmental performance.

The curvature of a row of trees or lamp posts



Reflections in shop windows



Driver's Behaviour

Bridge Strike



What is a bridge strike?

- A bridge strike is an incident in which a vehicle, its load or equipment collides with a bridge.
- Most bridge strikes occur where roads pass under railway bridges.

Prevention of bridge strikes

Your responsibilities are to:

- Know your vehicle height and width
- Know your route
- Obey traffic signs

Before commencing a journey check:

- The security and safety of the load
- The height of the cab
- The height of the trailer, its load and equipment
- That the correct maximum height is displayed in the cab
- The maximum vehicle width

Do not rely on the information on the headboard as coupler heights can vary. Report any discrepancy between the measured height and that shown on the headboard to your Transport Manager



What action should be taken if a bridge strike occurs?

On the approaches to bridges with a vehicle height restriction, signs might be provided to give you advance warning of the restriction.

This is to help you take an alternative route avoiding the low bridge. You should be aware, however, that advance warning signs are not provided at all low bridges.

At a railway bridge

- Step 1:** - Report the bridge strike to the Rail Authority immediately so that trains may be stopped from crossing the bridge
- Telephone the number shown on the identification plate on the bridge.
 - Do not wait until you return to your depot before reporting the bridge strike.
- Step 2:** - Advise the police using the 999 system.
- Any road traffic collision that causes damage to a 3rd party must be reported. Each bridge strike causes damage to a bridge, and must therefore be reported.
- Step 3:** - Report the bridge strike to your employer.
- Step 4:** - Keep the public away and do not move your vehicle.
- At any other bridge
 - Report the bridge strike to the Police using the 999 system and then your employer.
 - Keep the public away and do not move your vehicle.

At any other bridge

Report the bridge strike to the Police using the 999 system and then your employer.

Keep the public away and do not move your vehicle.



Example identification plate at rail bridge

Driver's Behaviour

Reporting of debris and issues on high-speed roads.

Driving on motorways and trunk roads across England is a daily occurrence for millions of people. They are relied upon to be safe and free flowing for all journeys.

They are important to Hanson and other companies who transport large volumes of perishable products like asphalt and concrete around the country. Delays because of debris on the road, or road traffic accidents can prevent perishable material getting to site while still workable or more commonly causes disruption, delay and diversions to deliveries.

National Highways is the organisation who is responsible for keeping the motorways and trunk roads in England free flowing - this includes clearing debris, responding to traffic accidents, and cleaning of spills. As Hanson have many drivers, workers and staff who routinely drive on these motorways and trunk roads, we can assist National Highways keeping them free flowing with prompt reporting of incidents and any issues we observe.

Add the National Highways 24-hour Customer Contact Centre number 0300 123 5000 into your phone contacts,

and where and when you are in a suitably safe position to do so, report any issues or observations you make to National Highways to enable them to respond quickly.

Providing accurate location for an issue or observation is important. On most National Highways's roads marker posts are installed at 100 metre intervals - in the verge, mounted on safety barrier, bridge parapets. Some roads also have marker signs installed at 500 metre intervals.



Marker posts and marker signs show:

- **Road Number** you are travelling on - e.g. M6
- **Direction of Travel** - e.g. A, B or others for slips, links, etc. 'A' track typically on side of carriageway where junction numbers increase during travel. 'B' track typically on side where junction numbers decrease during travel.
- **Distance** (kilometres) from start point of the road, e.g. 235.5km
- **Pointer** showing the direction of the nearest emergency phone, provided on the road network.

Please also consider talking with your family and friends about what they would do if they had a vehicle breakdown on a high-speed road, particularly on smart motorways where the hard shoulder has been replaced a permanent/temporary traffic lane. To help keep both you and them safe, guidance on what to do in the event of a breakdown is provided in the Highway Code and on the gov.uk website.



Driver's Behaviour

Weight Restrictions

There are two types of weight restriction:

Environmental

- to prevent damage to the highway infrastructure (carriageway, footways, street furniture) and buildings
- protect the character and environment of rural areas, villages and residential estates
- manage congestion on our roads
- reduce risks to vulnerable road users, including pedestrians and cyclists

Structural

- The route contains a road or bridge that cannot physically sustain the weight of heavier vehicles

In many cases, areas that are covered by an environmental weight limit can be accessed (except for access), but only under the following conditions:

- vehicles making deliveries or collections at premises within the restriction
- vehicles working on or near the roads in question
- emergency service and military vehicles
- buses, coaches and other public service vehicles

A structural restriction has no exceptions and any overweight vehicle using this route, for any reason, will be breaking the law.

Vehicles using environmentally restricted routes without any genuine reason (rat runs, diversions etc) are subject to prosecution by the Police or Local Authority. LGV operators can also be reported to the Traffic Commissioner, who can take action against, both, the operator and the driver responsible.

Drivers MUST:

- Be aware of their route before leaving depot
- Be vigilant of road signage and obey instruction at all times
- NOT proceed into a restricted area unless they are delivering within its bounds (only when marked as 'Except for Access')

Whilst SatNavs are a useful aid to getting around, they do not account for weight limits and other restrictions, unless specifically programmed to.

Routes marked as 'Unsuitable for Large Vehicles' (blue signs) are not subject to any legislative restrictions, but are clearly marked to highlight routes that may pose a significant hazard to large vehicles and should be avoided, where possible.

Some roads may be restricted by characteristics other than weight. This could include width, height or vehicle type. The penalties for breaches and the routes to enforcement are the same for these restrictions.

Driver's Behaviour

Defensive Driving

Defensive Driving is a combination of:

- Knowledge
- Attitudes
- Skills and techniques
- The way you put those skills into practice.

All four elements must be in place if you are going to drive effectively and safely.

Defensive Driving is a set of fundamental principles which, with the correct attitude and sufficient skill, will guide your actions.

A defensive driver learns to:

- Control their vehicle with precision
- Drive with concentration and awareness
- Anticipate the actions of others
- Act appropriately at all times, and
- Leave a comfortable safety margin all around their vehicle – especially to the front.

Use a planned system of driving

GET INFORMATION

- ✓ **DO** - Look, Assess, Decide.

Observe all around you, using your mirrors to assess the situation behind.

GIVE INFORMATION

- ✓ **DO** - Mirror, Signal.

Give a signal to other road users. Use of indicators will be the normal method, but consider arm signals, horn and lights. Flashed headlights are often used incorrectly, only flash your lights to let other road users know that you are there.

✗ **DON'T** - Flash your lights to convey any other message or to intimidate other road users.

Driver's Behaviour

Whatever the Weather

Who knows what's round the corner when bad weather strikes.

Before you make your journey . . .

- ✓ **DO** - Make sure the screen wash contains sufficient water and winter additive
- ✓ **DO** - Check that all the lights are in full working order and clean
- ✓ **DO** - Ensure screen and windows are all clear INSIDE and OUT.

Winter watch

Always be prepared in case you get stuck.

- ✓ **DO** - Keep a fully charged mobile phone
- ✓ **DO** - Keep warm clothing and a blanket
- ✓ **DO** - Carry a Hi-vis jacket
- ✓ **DO** - Carry a working torch
- ✓ **DO** - Carry a spade or shovel
- ✓ **DO** - Know your route and ensure your mobile phone is working, although do not use it whilst driving
- ✓ **DO** - In severe weather always check with your supervisor before attending to your vehicle and prior to making any delivery.

REMEMBER braking distances can be 10 times longer in bad weather – **Keep your distance.**

Summer sense

- ✓ **DO** - Drink plenty of fluids on a long journey
- ✓ **DO** - Reduce speed if the sun is directly in front of you reducing your vision
- ✓ **DO** - Wear sunglasses to reduce glare
- ✓ **DO** - Be aware of increased agricultural traffic
- ✓ **DO** - On open roads, ensure you have plenty of fresh air by opening a window
- ✗ **DON'T** - Forget that excess heat can induce drowsiness.

Driver's Behaviour

How MYSPACE Works

- ✓ **DO** - ALWAYS carry out one/two minute mental and visual risk assessment, upon arrival at site
- ✓ **DO** - As a driver, imagine a safety zone around your vehicle which you can control – this is your **MYSPACE**. Then consider:-
 - What do I do inside **MYSPACE**.?
 - What or who can intrude into **MYSPACE**.?
 - How can I get hurt?
 - What do I do about it?
 - What happens when I leave **MYSPACE**.?
 - How can I control low risk areas?
- ✓ **DO** - Consider how you as an individual can manage the risk, and if the risk is too high and it is unsafe for you to deliver, inform your immediate supervisor / contact and await further instruction.
- ✓ **DO** - Report any issues via your Near Hit/Near Miss/Hazard reporting
- ✗ **DON'T** - Ever put yourself or anyone around you at risk.

Mind where you park
You are in charge
See and be seen
Protect others
Access all around
Clean your environment
Escape route



Driver's Behaviour

Driver's Hours

Driving hours are limited in order to keep you and other motorists safe on the road as tiredness and fatigue can reduce your reaction time and impair your judgement.

	Current Rules
Daily driving	9 hours, which can be extended to 10 hours twice a week.
Weekly driving	A maximum of 56 hours.
Fortnightly driving	A maximum of 90 hours in any two consecutive weeks.
Breaks from driving	Total of 45 minutes break to be taken at or before the end of 4.5 hours continuous or cumulative driving. The 45 minute break may be split into two breaks, the first at least 15 minutes long, the second at least 30 minutes long.
Daily rest	11 hours rest in the 24 hours period which begins at the end of the last daily/weekly rest period. May be reduced to a minimum of 9 hours no more than three times between any two weekly rests periods. Reductions do not require compensation.
Split daily rest	Split daily rest can be taken in two periods, the first period being at least 3 hours long and second at least 9 hours long. 45 hours can be reduced to 24 hours at base or away from base.
Weekly rest	Reductions must be compensated by the end of the third week following the week of reduction. In any two consecutive weeks a driver must take at least two regular weekly rest periods (of 45 hours each) or one regular weekly rest period and one reduced weekly rest period of at least 24 hours.

Road Transport Directive (WTD) No mobile worker can work actively for more than 6 hours without a break. A break is at least 15 mins in duration. If a duty consists of between 6 and 9 hours of active work then a break/breaks totalling 30 minutes must be taken. If a duty consists of more than 9 hours of active work then breaks totalling 45 minutes must be taken.

Drugs and Alcohol at Work

Hanson UK require employees and contractors to be able to properly perform their duties unimpaired by the effects of drinking alcohol or taking drugs. Hanson UK encourage employee and contractors to come forward for help and support. Hanson UK aim to eliminate alcohol and drug misuse in the workplace by increasing employees' and contractors' awareness of its dangers.

- ✓ **DO** - Promote a culture in which alcohol and drug misuse is discouraged
- ✓ **DO** - Ensure that employees' or contractors' use of either alcohol or drugs does not impair the safe and efficient running of the organisation, or result in risks to the health and safety of themselves, colleagues, customers and the general public
- ✓ **DO** - Be aware that in the event of an individual failing an alcohol or drugs test, or refusing to take a test, the individual will be permanently excluded from site. The contractor could be deemed in breach of their contract
- ✓ **DO** - Be aware that Hanson UK managers have the right to prohibit any person or activity on site should they suspect alcohol or drug misuse even if they are unable to instigate testing
- ✓ **DO** - Use the employee assistance programme or speak to your manager or HR team. Tel: 0800 716017



Drugs and Alcohol at Work

Alcohol

- ✗ **DON'T** - Drink alcohol or be under the influence of alcohol at work

Remember that drinks the night before can still be in your system putting you over the limit. Where there are local rules in force governing the limit of alcohol that are stricter than those contained in the Policy, the local rules shall take precedence

Some delivery sites may have local limits that are below the drink drive limit.

Drugs

- ✓ **DO** - Be aware that as a driver prescribed or over the counter medicines may affect your ability to drive. As an employee, that may mean that you need to inform your manager or supervisor

A list of common drugs which can affect your driving can be found via the reference section of this document

- ✓ **DO** - Complete a drug test if you are asked by Hanson UK to do so
- ✓ **DO** - Ask for the Company Policy if you wish to learn more about the Hanson UK stance on drugs and alcohol.

- ✗ **DON'T** - Consume substances of any kind (including legal highs or prescription drugs) that may impair your ability to drive either on site, in company vehicles or before coming onto site
- ✗ **DON'T** - Offer drugs or medication to colleagues.

Smoking and Vaping at Work

Hanson UK operate in compliance with the Health Act 2006, which requires no smoking in enclosed public places. Smoking is also prohibited in all commercial workplaces which includes the cabs of lorries. We have a legal and moral duty to protect the health of our employees and others and where we can, to encourage those smokers who wish to do so to kick the habit.

- ✓ **DO** - Smoke in authorised zones only. If you are visiting a site, make yourself aware of the designated smoking zones as soon as you arrive
- ✓ **DO** - Try to give up. The NHS Smoking Helpline is free on 0800 169 0169 or visit www.gosmokefree.co.uk, or ask your local GP
- ✓ **DO** - Ensure you put the residues into a proper container once you have finished
- ✓ **DO** - Remember that Hanson UK regard e-cigarettes in the same way as normal cigarettes so the same rules apply but try and separate yourself from tobacco users
- ✓ **DO** - Ensure that your cab has a no smoking sticker displayed.

- ✗ **DON'T** - Smoke in work places. Work places includes the cab of your vehicle, mobile plant, vans, company cars and pool cars even if you are the only occupant. Breaking this rule may result in disciplinary action or exclusion from site for a visitor or contractor, as it is our responsibility to ensure the health of all of our employees
- ✗ **DON'T** - Smoke in vehicles including company cars, pool cars, mobile plant, lorries, vans, even if you are the only driver. This is on the basis that other employees may use the vehicle from time to time
- ✗ **DON'T** - Smoke next to fuels, flammable gases or vehicles unloading such materials.

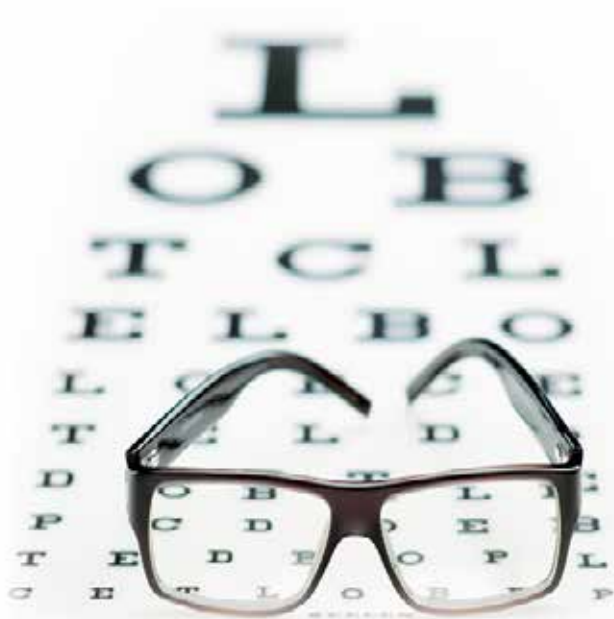


Eligibility to Drive

Eyesight Checks

You **MUST** be able to read a vehicle number plate, in good daylight, from a distance of 20 metres (or 20.5 metres where the old style number plate is used). If you need to wear glasses (or contact lenses) to do this, you **MUST** wear them at all times while driving. The police have the power to require a driver to undertake an eyesight test.

It is recommended that you get your eyesight checked at least annually (6 monthly if a member of FORs or equivalent scheme) to ensure capability to drive legally.



Fitness and Health

Staying fit and healthy is important to maintain a good quality of life as well as ensuring that you are fit to drive and carry out your job. If you have any health conditions that affect your driving you must advise your employer and inform the DVLA immediately. Failure to do so may lead to your license being revoked by the Traffic Commissioner.

- ✓ **DO** - Schedule set times for food
- ✓ **DO** - Schedule in a daily exercise plan
- ✓ **DO** - Opt for healthier food options and maintain healthy meal sizes
- ✓ **DO** - Snack to a schedule on healthy options such as fruit, nuts or protein bars
- ✓ **DO** - Consume plenty of water and ensure it is always available in your cab
- ✓ **DO** - Regularly wash your hands, especially before eating
- ✓ **DO** - Get plenty of rest. The amount of rest is mandated by your working time directives but ensure you are using this time to recuperate
- ✓ **DO** - Replace lost vitamins, preferably by eating fruit and vegetables but alternatively through a course of vitamin supplements
- ✓ **DO** - Keep your mind active. Listen to audio books, learn a new language or try different music genres in order to stimulate your mind and alleviate boredom
- ✓ **DO** - Stay connected with home by catching up with family on your breaks or sharing experiences with family
- ✓ **DO** - Be aware that some sites may require a fitness to work certificate to demonstrate compliance with specific local site procedures
- ✗ **DON'T** - Eat or drink whilst driving.

Mental Wellbeing

Hanson UK has championed Mates in Mind, an organisation committed to raising the awareness of and addressing the stigma of poor mental health. The aim is to improve positive mental wellbeing in the UK Mineral Products supply chain that underpins construction.

The stigma associated with mental health is a serious issues that will require a concerted and collaborative effort making open discussion socially acceptable.

Everyone has mental health, and just like our physical health, sometimes things go wrong. However it's not as easy to spot the signs, and often, it's difficult to know who, when and where to turn to.

Signs to be aware of in yourself and others:

Emotional signs

- overwhelmed
- irritable and “wound up”
- anxious or fearful
- lacking in self-esteem

Mental signs

- racing thoughts
- constant worrying
- difficulty concentrating
- difficulty making decisions

Physical signs

- headaches
- muscle tension or pain
- dizziness
- sleep problems
- feeling tired all the time
- eating too much or too little

Behavioural signs

- drinking or smoking more
- snapping at people
- avoiding things or people you are having problems with

health assured
Employee Assistance Programme
A 24 hour helpline from Health Assured to support you through any of life's issues or problems.

About your Employee Assistance Programme (EAP)
Sometimes it can be difficult to balance the pressures of work and home life. Health Assured provide caring support to both you and your immediate family so you can give your best in life.*

What can I use this service for?

Family issues	Financial information	Legal information
Medical information	Relationship advice	Housing concerns
Alcohol or drug issues	Childcare support	Stress & anxiety
Gambling issues	Domestic abuse	Retirement
Consumer issues	Tax information	Bereavement

24/7 Confidential Support
Your call will be handled by an experienced therapist or advisor, who will offer support in a friendly, non-judgmental manner.

Online Health Portal: healthassuredgap.com

Webinars	Health e-Hub app	Four-week programmes
Nutritional advice	Health checks	Fitness advice
Financial wellbeing	Medical factsheets	Budgeting

Employee Assistance Programme **h a**

- Stress & anxiety
- Debt
- Work
- Lifestyle addictions
- Relationships
- Legal

FREE 24 HOUR Confidential Helpline
0800 716 017
healthassuredgap.com

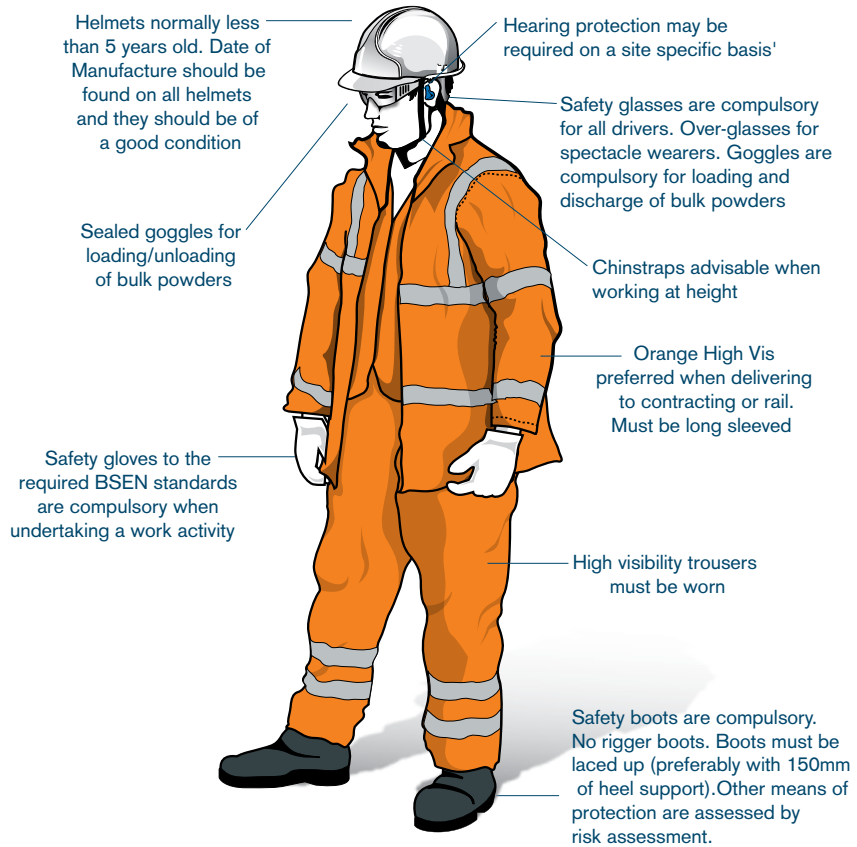
Download the Health e-Hub now

*Dependents must be in full time education, aged 16 to 24, living in the same household.

Confidential Free Helpline for all Hanson UK Employees

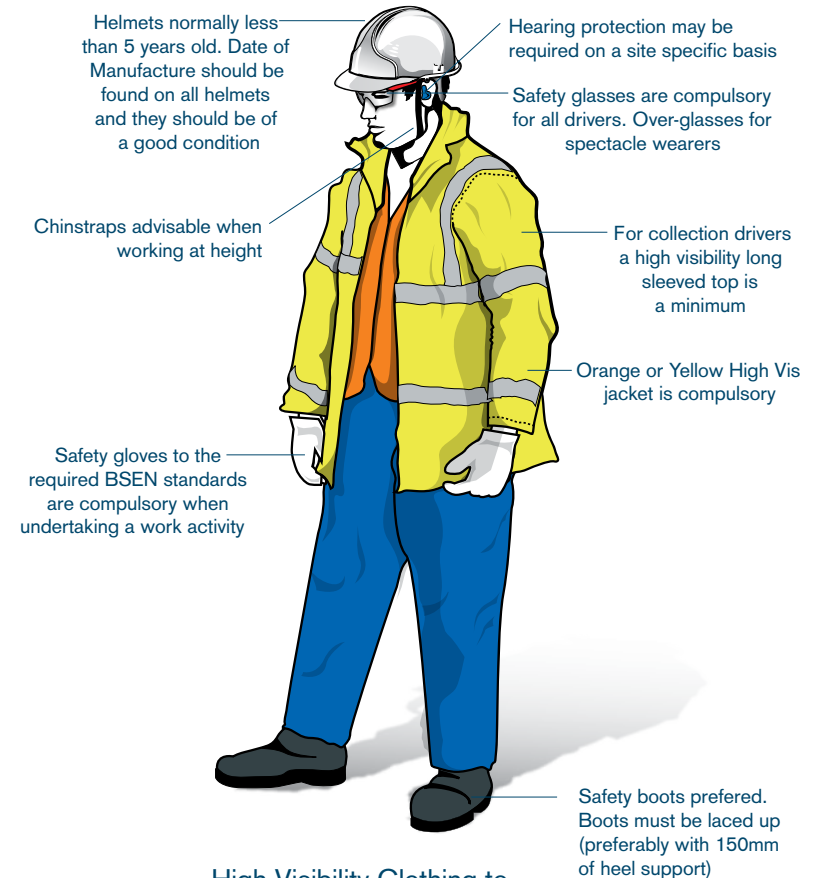
PPE for all Driver's

Delivery Drivers



High Visibility Clothing to EN20471 Class 3 - High Speed Roads

Collect Drivers



High Visibility Clothing to EN20471 Class 2 MINIMUM Class 3 preferred

FOR DELIVERY OR COLLECT DRIVERS WITHOUT APPROPRIATE PPE REFER TO LOCAL SITE RULES

Speed Campaigns

Speeding Facts

- Every year, almost 3,500 people are killed or seriously injured in crashes on UK roads where speed was a factor
- The risk of death is approximately 4 times higher when a pedestrian is hit at 40mph than at 30mph
- Speed is one of the main factors in fatal road accidents
- More than half of UK drivers admit to driving too close to the vehicle in front on motorways and not maintaining the minimum braking distance
- We ask everyone who regularly see drivers on sites to help to reinforce the site rules, such as speed limits and challenge drivers where necessary.

This is not just lorry drivers, but also includes forklift trucks, loading shovels and other mobile plant. Please react appropriately if you are challenged. It is only because people care for your safety.



Speed Limits & Prevailing Conditions



Hanson UK sites have standard speed limit rules, which are always indicated at the entrance, and are also briefed to drivers during the Site Induction Process.

Hanson UK also expect drivers to comply with public highway and UK regulations, and for drivers to adhere to site specific rules when on customer sites.

	Built up area (street lit)	Single Carriageways	Dual Carriageways	Motorways
Type of vehicle	mph	mph	mph	mph
Cars and motorcycles (including car-derived vans up to 2 tonnes maximum laden weight)	30	60	70	70
Cars towing caravans or trailers (inc. car-derived vans and motorcycles)	30	50	60	60
Buses, coaches (not exceeding 12 metres in length)	30	50	60	70
Goods vehicles/vans not exceeding 7.5 tonnes maximum laden weight	30	50	60	70*
Goods vehicles (exceeding 7.5 tonnes maximum laden weight) in England and Wales	30	50	60	60
Goods Vehicles (exceeding 7.5 tonnes maximum laden weight in Scotland)	30	40	50	60

*60mph if articulated or towing a trailer

Smart Motorways

Smart motorways use innovative technology to actively control traffic flows and improve your journey. By varying speed limits and using the hard shoulder as an extra lane during busy times, it can help you to avoid having to brake or be at a standstill so that you get to where you need to be on time.

- ✓ **DO** - Obey the mandatory speed limits displayed in the red circles
 - ✓ **DO** - Stay out of lanes which show a red X as these indicate lane closures
 - ✓ **DO** - Plan your journeys making yourself aware of what type of motorway you will be travelling on
 - ✓ **DO** - Respect roadside workers who are working to improve the motorways
 - ✓ **DO** - Use emergency refuge areas, motorway service station or leave the motorway if you experience a breakdown
- ✗ **DON'T** - break the speed limits
 - ✗ **DON'T** - use the refuge areas unless in the case of an emergency
 - ✗ **DON'T** - Use the hard shoulder unless overhead signs indicate that you may do so

Smart Motorways

Controlled motorway – these use variable speed limits



Controlled motorways have three or more lanes with variable speed limits. The hard shoulder is separated from live lanes by a solid white line and should only be used in a genuine emergency.

Hard shoulder running – hard shoulder is open to traffic at busy times



The hard shoulder will be opened at busy times and the speed limit will be reduced. **Do not** use the hard shoulder unless overhead signs show that you can do so.

Smart Motorways

All lane running – there is no hard shoulder



There is no hard shoulder on these sections of motorway. Obey variable speed limits and if you need to stop in an emergency, use an emergency refuge area, motorway service area or leave at the next junction.

Red

A red symbol on a gantry sign over the motorway

or

A red sign on a gantry sign at the side of the motorway



We use a red symbol to show that a lane is closed because of an incident or people working on the road. It is illegal to drive in a lane closed by a Red X unless directed to do so by the police or a traffic officer

Terrorism

Stolen vehicles are being used as a weapon in acts of terror.

It is Hanson UK's commitment to ensure that all drivers and members of the public are kept safe from these acts by adhering to the following advice:

General Advice to ALL Drivers

- ✓ **DO** - Be vigilant when leaving a vehicle unattended; ensuring that it is parked with the hand brake secured and doors locked.

Advice if the driver is stopped by a police officer:

- ✓ **DO** - Carry photographic identification at all times
- ✓ **DO** - Carry a Dangerous Load card if your vehicle contains high risk substances such as gas cylinders or explosives
- ✓ **DO** - Follow the Security of Dangerous Goods by Road code of practice scheme and ask for the police officers identification before opening your vehicle
- ✓ **DO** - Ensure the doors to the vehicle are locked, stay in the vehicle and secure the parking brake of the vehicle
- ✓ **DO** - Keep in telephone contact with your managers– ensure they have the full details of location and the reason for the stop
- ✓ **DO** - Dial 999 (the officer will also contact the force control room to inform them of the stop)
- ✓ **DO** - Inform the police control room that you are carrying high consequence dangerous goods, your location and the identity of the stopping officer
- ✓ **DO** - If it is a legitimate stop, comply with the instructions of the stopping officer.

Terrorism

- ✗ **DON'T** - Assume a person in uniform is legitimate. Confirm their identity before opening your vehicle
- ✗ **DON'T** - Open the window until identification has been confirmed. Talk through a closed window.

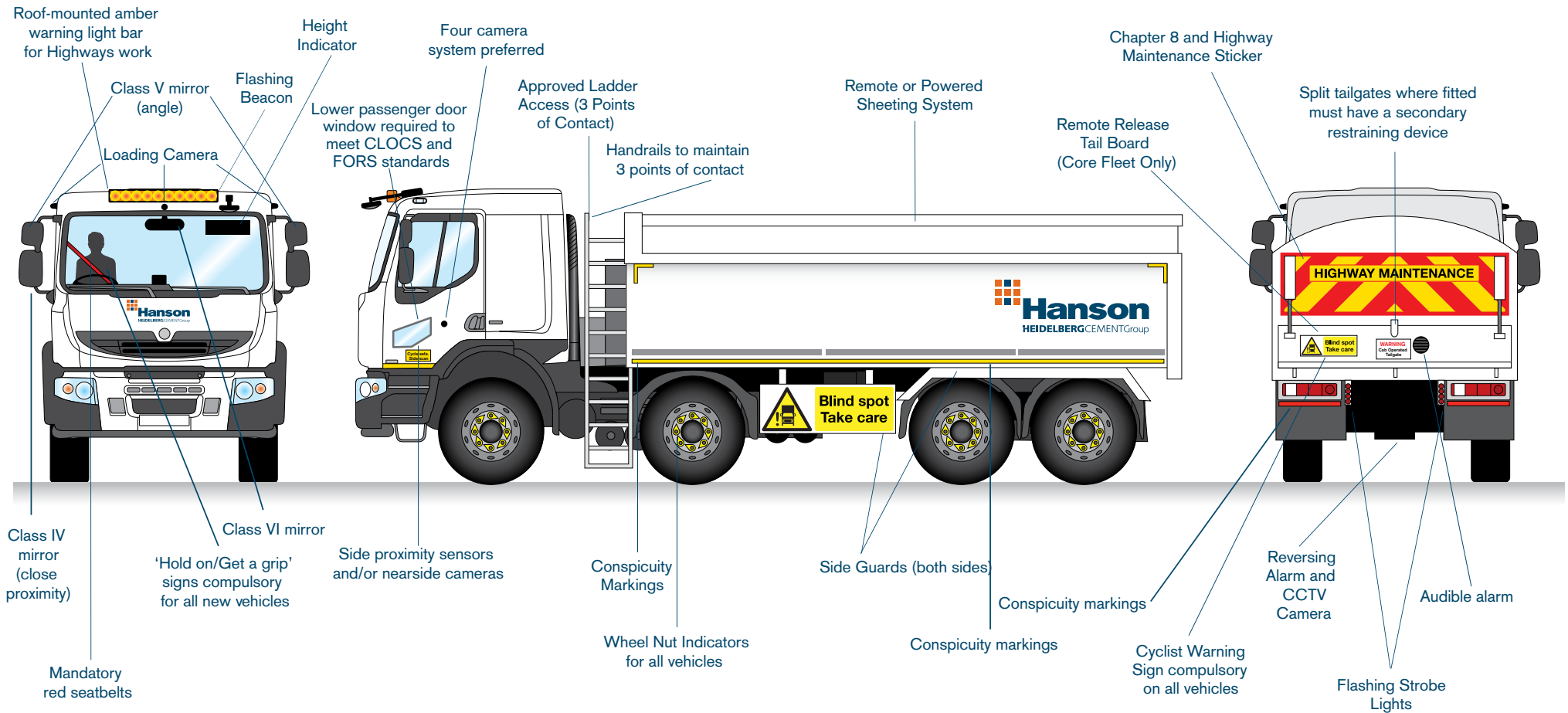
Advice if the driver is threatened with violence:

- ✓ **DO** - Always put your personal safety first
- ✓ **DO** - Remember the government advice of "Run, Hide, Tell"
- ✓ **DO** - Attempt to immobilise the vehicle if it is safe to do
- ✓ **DO** - Contact the police and your manager
- ✓ **DO** - Report any suspicious activities by third parties to your manager or supervisor, with as many details as possible.
- ✗ **DON'T** - Attempt to fight the assailant
- ✗ **DON'T** - Try to deal with a violent person by yourself when the violence has escalated – always seek help
- ✗ **DON'T** - Attempt to disarm an armed person. If they claim to have a concealed weapon or you suspect they do put your own safety first and inform the police as soon as it is safe to do so.

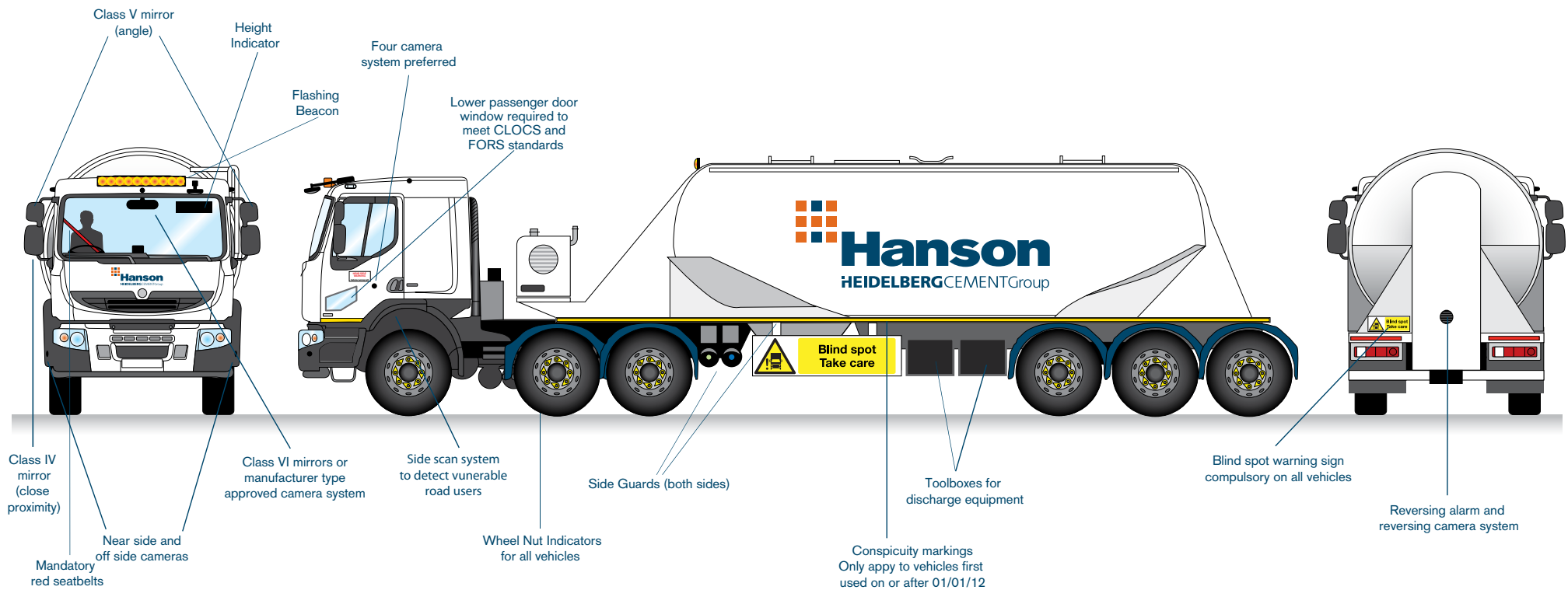
For any suspicious activity that an employee does not feel able to discuss with their superiors the confidential Hanson My Safe Workplace hotline number is available on the company intranet or can be accessed via www.mysafeworkplace.com

Vehicles Section

Common Standard for Aggregate and Asphalt Tipper Vehicles

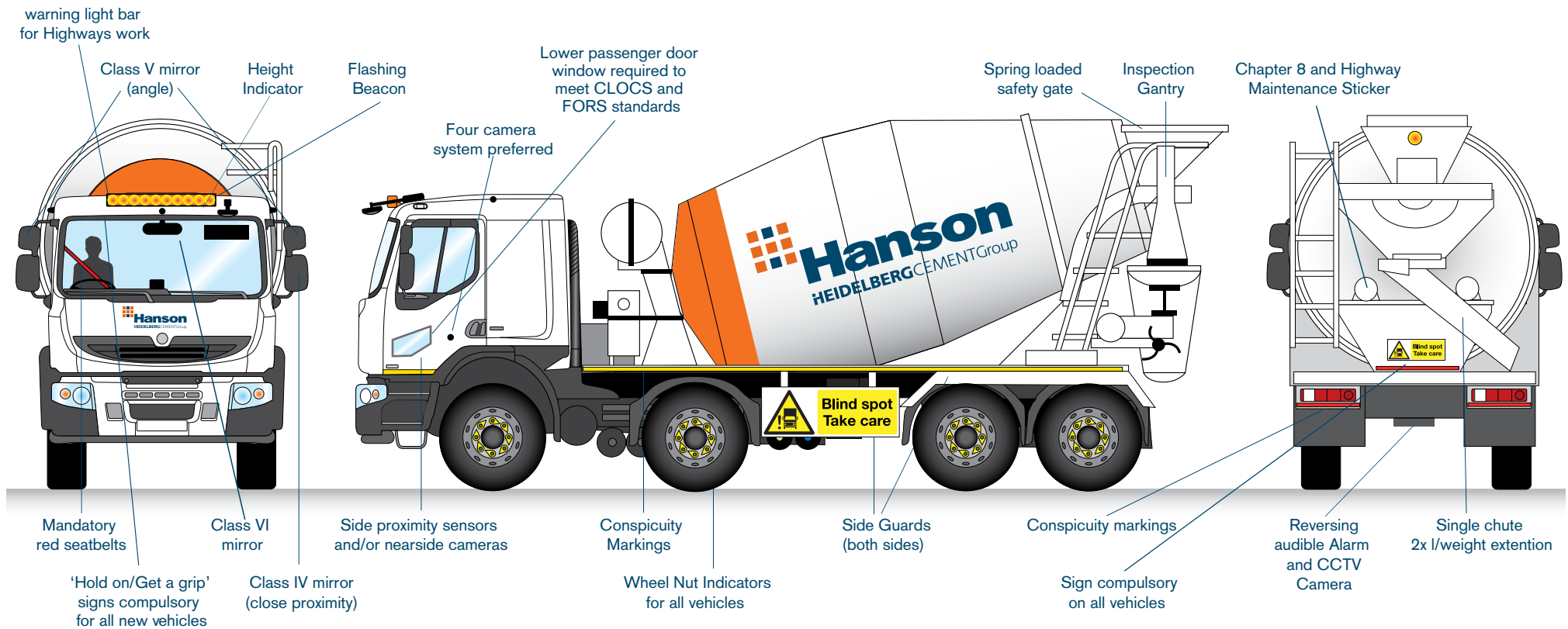


Common Standard for Bulk Powder Vehicles



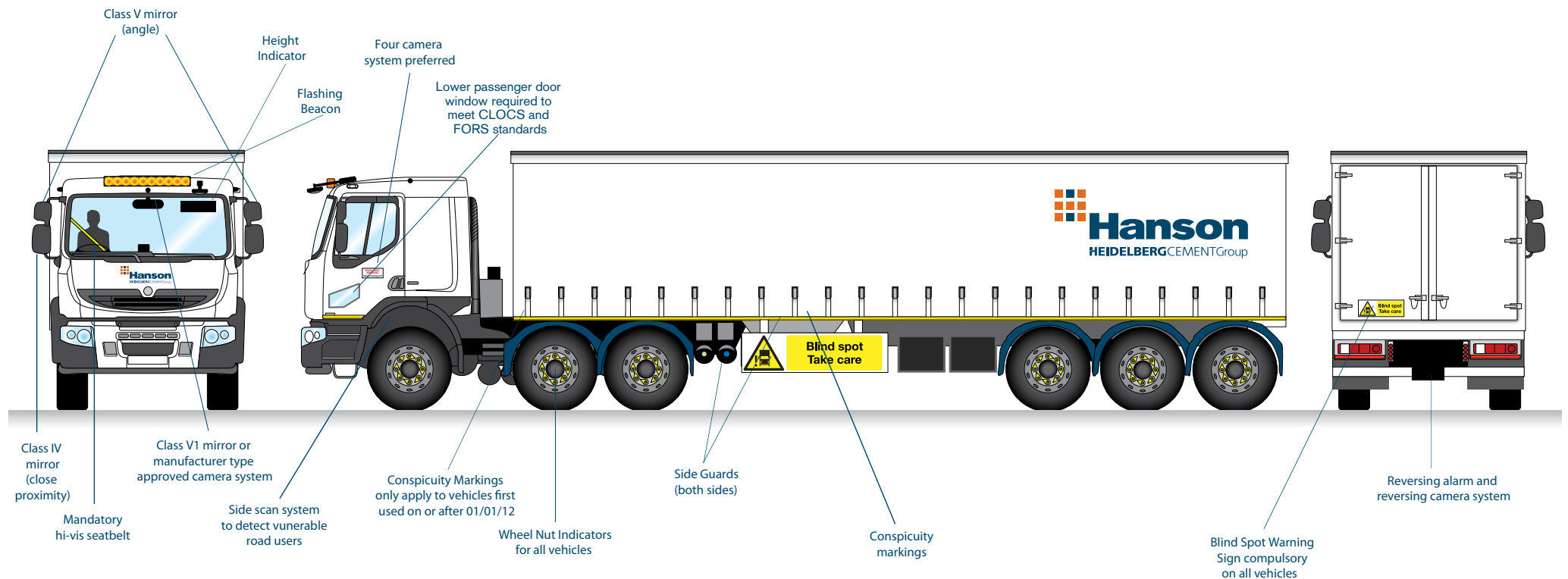
ALL DELIVERY VEHICLES MUST BE CLOCS COMPLIANT OR EQUIVALENT

Common Standard for Mixers



ALL DELIVERY VEHICLES MUST BE CLOCS COMPLIANT OR EQUIVALENT

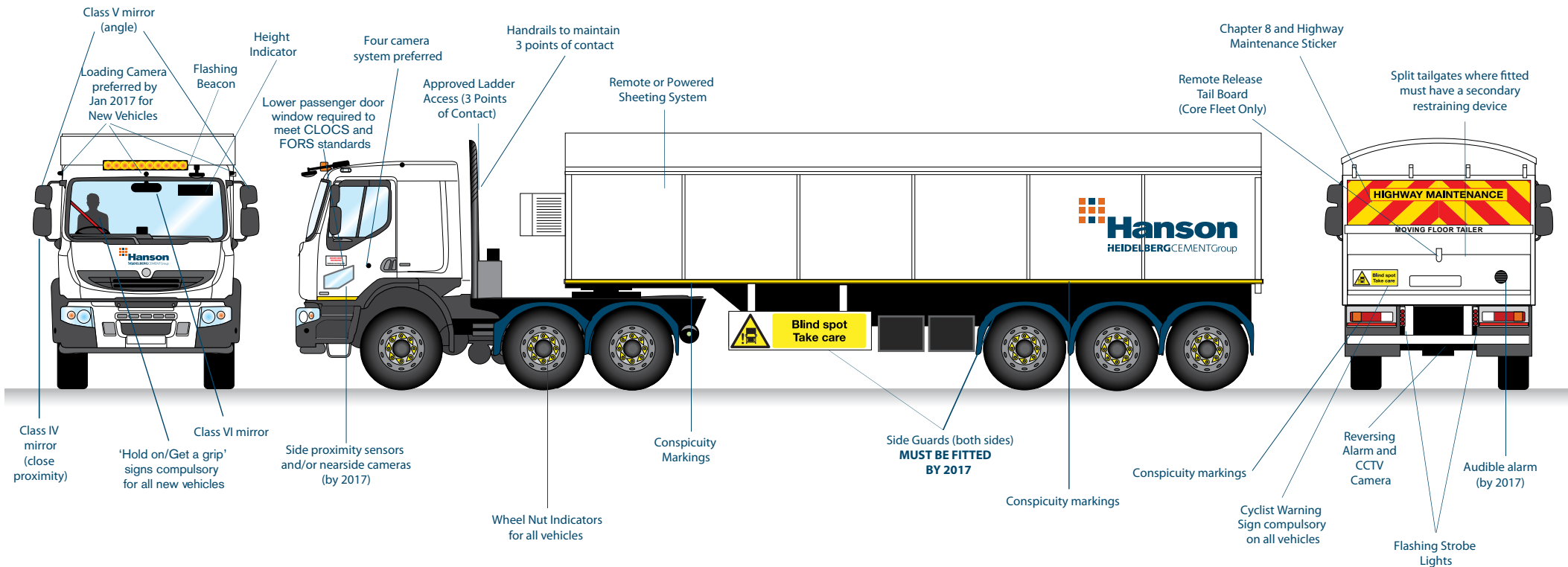
Common Standards for Curtain Sided Vehicles



ALL DELIVERY VEHICLES MUST BE CLOCS COMPLIANT OR EQUIVALENT

Common Standard for Non Tipping Vehicles

Bulk Aggregate / Asphalt

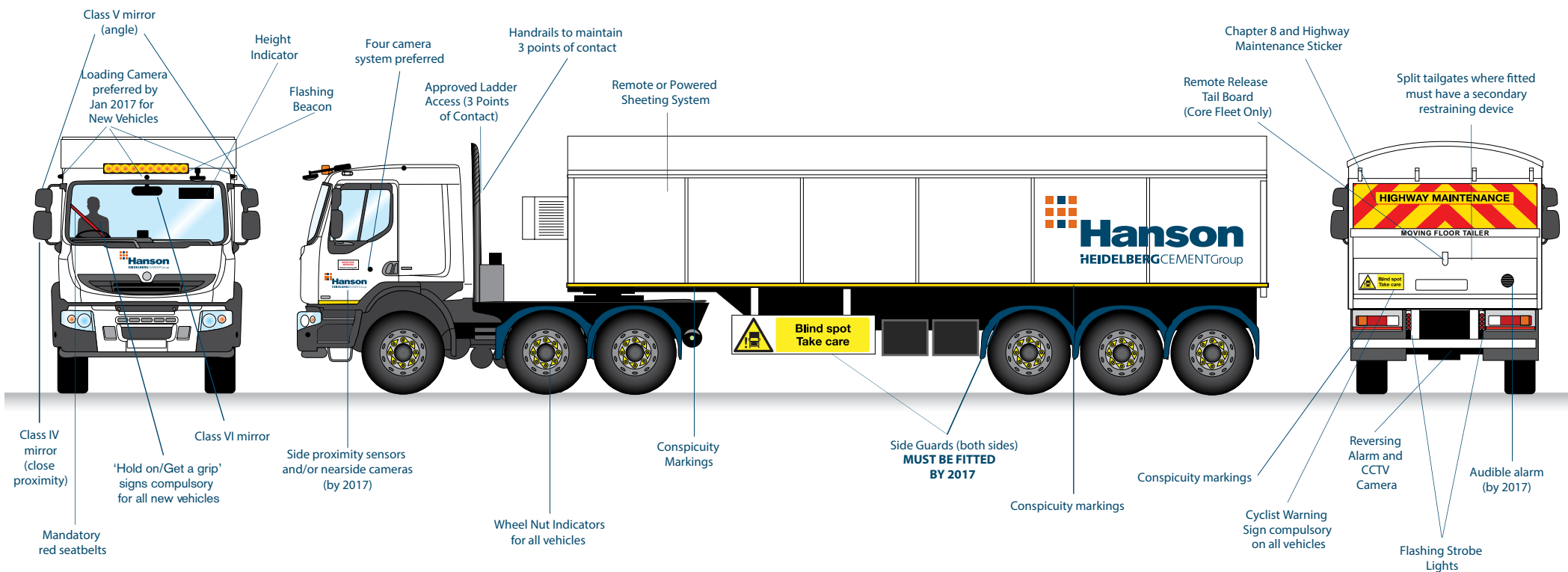


Common Standard for Walking Floors

A walking floor trailer offers a number of benefits compared to standard truck bodies. It can prove to be an efficient solution for loading and unloading loose quarried materials without requiring any additional equipment. Walking floor trailers, a type of ejector trailer, hydraulically operated are also well suited to accommodating loads and enabling them to be removed from the load space without requiring the body to be raised avoiding all the hazards associated with overhead cables and also reducing any

likelihood of the vehicle overturning whilst tipping. Finally the vehicle can access areas where normal tipper vehicles cannot, such as tunnel resurfacing projects.

The vehicle conforms to exactly the same standards as a conventional tipper and a number of operators in Hanson UK have been moving across to this type of vehicle.



Vehicle Standards

Vehicle Equipment

Minimum requirements:

- ✓ **DO** - Ensure your vehicle is fitted with blindspot mirrors – Class V (passenger) and Class VI (front)
- ✓ **DO** - Check your reversing hazard lights are functioning before starting any journey
- ✓ **DO** - Check your reversing alarm is functioning before starting any journey
- ✓ **DO** - Ensure your vehicle is fitted with rear CCTV on vehicles exceeding 3.5 tonnes
- ✓ **DO** - Ensure your vehicle is equipped with a highway maintenance sign with 100mm lettering (Aggregate/ Asphalt/ Readymix vehicles).

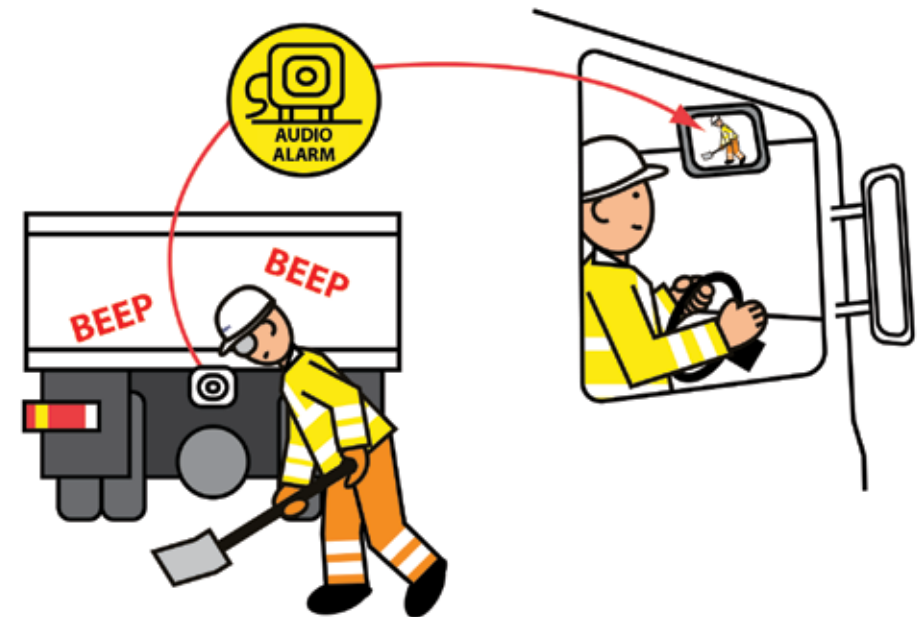


Vehicle Standards

Audible Alarms

Includes reversing and handbrake alarms.

- ✓ **DO** - Be aware that handbrake alarms alert the driver that the handbrake is not engaged if they are leaving the cab, and are a safety measure to ensure that vehicles do not roll away unattended.
- ✗ **DON'T** - Permanently override the alarm. There shouldn't be the facility to do this.



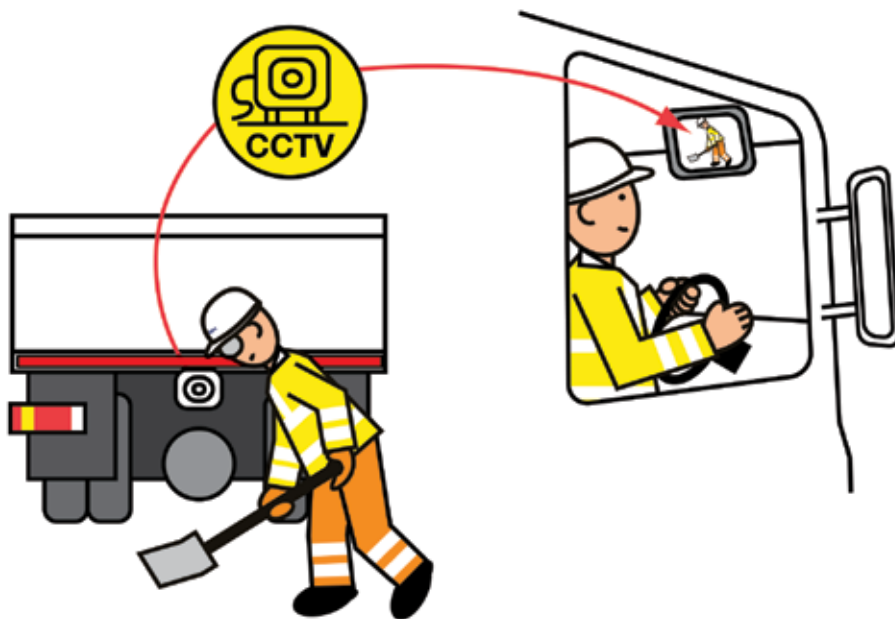
Vehicle Standards

Rear Facing CCTV

- ✓ **DO** - Ensure that the rear facing CCTV is fitted and operational
- ✓ **DO** - Use the reversing camera only as an aid in conjunction with your mirrors. If you are not sure that the area that you are going to reverse into is clear

'Stop and check'

- ✓ **DO** - Ensure that equipment/lenses are kept clean on a daily basis as part of your daily checks.



Vehicle Standards

Flashing Beacons

Minimum requirements for highways works:

- ✓ **DO** - Ensure you have a roof-mounted amber warning light bar (comprising at least two independent light sources)
- ✓ **DO** - Ensure you have two independent roof-mounted amber warning beacons, visible through 360° if you do not have a single warning light bar
- ✓ **DO** - Fit additional beacons to the rear of the vehicle if the main beacon is likely to be obscured.



Reversing Lights

- ✓ **DO** - Keep your reversing lights clean and operational at all times
- ✗ **DON'T** - Allow your reversing lights to be obscured by folded back mud flaps etc.



Rear Strobe Lights

- ✓ **DO** - Ensure that you have rear strobe lights when access and egress of vehicles in live lanes is required
- ✓ **DO** - Ensure that you use them for any hazardous situation where a vehicle needs to stand out
- ✗ **DON'T** - Allow your rear strobe lights to be obscured by folded back mud flaps etc.



Vehicle Breakdowns

If your vehicle breaks down, think first of other road users.

- ✓ **DO** - Exit vehicle cab on the non traffic side
- ✓ **DO** - Get your vehicle safely off the road if possible
- ✓ **DO** - Warn other traffic by using your hazard warning lights if your vehicle is causing an obstruction
- ✓ **DO** - Stay in a safe location away from the vehicle if it is safe to do so
- ✓ **DO** - Help other road users see you by ensuring you, and any passengers, wear high visibility reflective clothing/work wear
- ✓ **DO** - Put a warning triangle on the road at least 45 metres (147 feet) behind your broken-down vehicle on the same side of the road, or use other permitted warning devices if you have them, if it is safe to do so. Always take great care when placing or retrieving them
- ✓ **DO** - Keep your sidelights on if it is dark or visibility is poor, if it is possible to do so
- ✓ **DO** - Arrange recovery for vehicle specialists
- ✓ **DO** - Keep your sidelights on when it is dark or visibility is poor.
- ✗ **DON'T** - Attempt to use a warning triangle on a motorway or other high speed road
- ✗ **DON'T** - Put yourself or your passengers in danger
- ✗ **DON'T** - Stand (or let anybody else stand) between your vehicle and oncoming traffic
- ✗ **DON'T** - Stand where you will prevent other road users seeing your lights at night or in poor visibility.

Vehicle Inspection

Daily Vehicle Checks

Vehicle checks are essential before using any vehicle. If, during your pre-use vehicle checks, a defect is found, it is a legal requirement that the vehicle not be used by yourself or anyone else until the defect has been resolved.

It is a drivers responsibility to ensure their vehicle is fit for purpose before carrying out any work.

Before each use of a vehicle, driver must carry out a vehicle check. A record of these checks must be maintained by completing a vehicle inspection form/1st use check form.

Any defects that pose a significant safety risk should be reported to the relevant supervisor immediately so that appropriate action can be taken, including parking up a truck where necessary.

DEFECT REPORT 7155001

DRIVER'S NAME: _____ DATE: _____ VEHICLE REG: 7155001

DAILY CHECK ✓ or ✗ WHEN CHECKED

FUEL LEAKS	<input type="checkbox"/>	TYRES & WHEEL FITTINGS	<input type="checkbox"/>	LEAKS	<input type="checkbox"/>
OIL AND WATER	<input type="checkbox"/>	SPRAY SUPPRESSOR	<input type="checkbox"/>	ENGINE OIL ABLE	<input type="checkbox"/>
SIDEMETER	<input type="checkbox"/>	SECURETY OF LOAD	<input type="checkbox"/>	TONnage EQUIPMENT SECURITY*	<input type="checkbox"/>
STEERING	<input type="checkbox"/>	LIGHTS/INDICATORS	<input type="checkbox"/>	DRIVE LEFT	<input type="checkbox"/>
WIPERS/WASHERS	<input type="checkbox"/>	REFLECTORS	<input type="checkbox"/>	DRIVE EQUIPMENT (HAR etc):	<input type="checkbox"/>
HORN	<input type="checkbox"/>	BARBERS	<input type="checkbox"/>	ADR 121 AND/OR PPE*	<input type="checkbox"/>
BARROWS	<input type="checkbox"/>	SECURETY OF BODY PANELS	<input type="checkbox"/>	TACHOGRAPH UNIT OR CALIBRATION	<input type="checkbox"/>
GLASS (INC WINDSHIELD)	<input type="checkbox"/>	SECURETY OF PASSENGER SECURITY	<input type="checkbox"/>	No Defects While Not Here	<input type="checkbox"/>
BRAKES	<input type="checkbox"/>	EXCESSIVE EMISSIONS	<input type="checkbox"/>	Time of Inspection:	<input type="checkbox"/>

RECORD BELOW ANY ACCIDENTS (HOWEVER SMALL), VEHICLE DEFECTS OR IRREGULAR CIRCUMSTANCES. HAND SIGNED COPIES INTO BOOKS. VEHICLE DEFECTS MUST ALSO BE REPORTED TO THE APPOINTED PERSON WHO USES VEHICLE. ORIGINAL TO COPY

Driver's Signature: _____ Reported to: _____
 Defect Rectified By: _____ Signature: _____ Date: _____

RHA vehicle inspection form

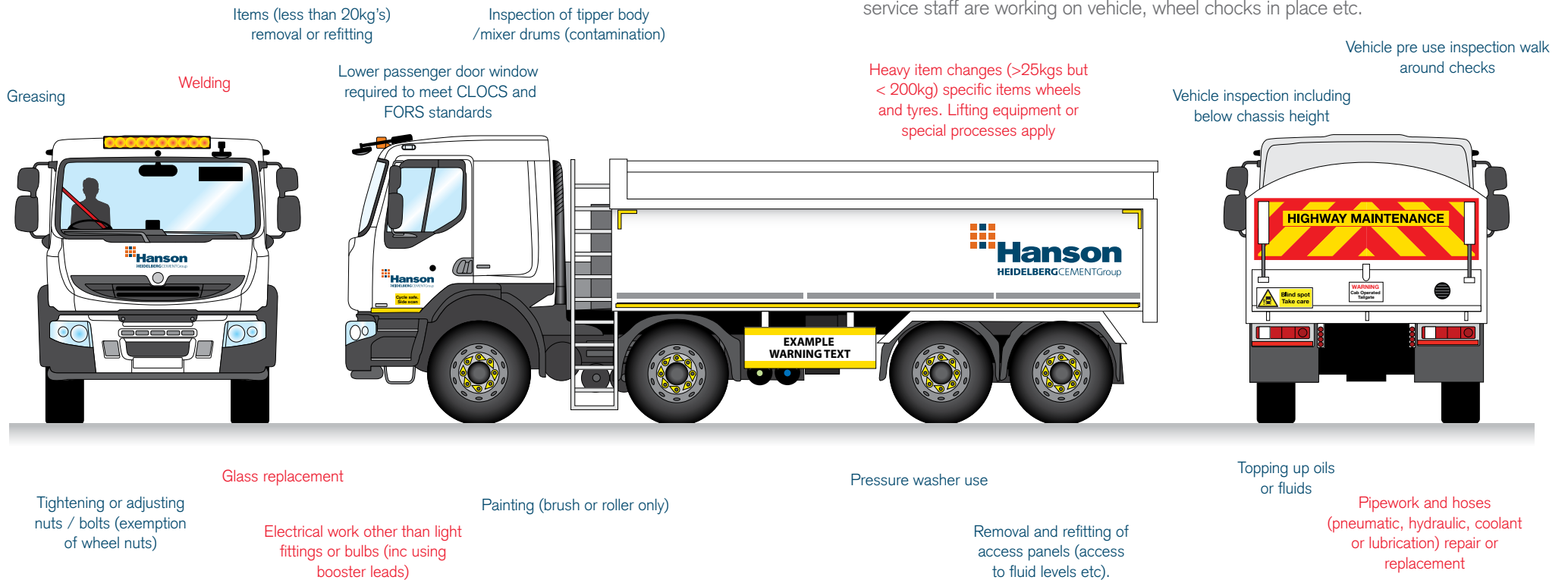
Vehicle Repairs

Avoid maintaining vehicles on sites but if required, follow site rules.

Formal authorisation is required from the local manager before anyone attends any emergency or maintenance repair on site – which must be done by a competent person.

All service staff should report to the local manager on arrival. In nearly all cases they will require a permit to work.

Ensure your vehicle is parked in an appropriate safe area and that safe systems of work and vehicle isolation are in place, keys removed from ignition whilst service staff are working on vehicle, wheel chocks in place etc.



KEY

Authority Level A - Allowed on the understanding that the driver is fully trained and competent has carried out a risk assessment wears correct PPE in accordance with site rules.

Authority Level B - Allowed on the understanding that the site manager/supervisor has approved the work subject to the contractor being competent and trained and that all documentation has been completed (over 25kgs, welding, pipe and electrical work other than bulbs).

The frequency of such maintenance is defined by the operators license and manufacturer's recommendations.

All tyres must be replaced in a safe area by an authorised tyre provider.

Vehicles - Tailgates

Manual and Automatic Systems

Remote release tailgates reduce risk to operators (drivers) with reduced manual handling and risks with material discharge (tip) areas. However they do come with different risks to drivers and other personnel working at the rear.

Never try and release a jammed open or closed tailgate without releasing stored energy beforehand.

- ✓ **DO** - Keep fingers, thumbs and upper body well clear of back doors and tailgates – they can open suddenly.
- ✓ **DO** - Always report any defects with the tailgate, operation of the retaining devices and chutes
- ✓ **DO** - ALWAYS keep unauthorised personnel at a safe distance.
- ✗ **DON'T** - Compromise your safety by allowing defects to go unreported
- ✗ **DON'T** - Allow any unauthorised personnel to operate or access the back door mechanism.



Vehicle - Chutes

- ✓ **DO** - Check that finger guards where fitted, work as they are intended (40mm gap)
- ✓ **DO** - Keep chutes clean, buildup reduces the gap
- ✓ **DO** - Always wear the correct PPE
- ✓ **DO** - Keep your fingers and thumbs well clear of chute intersections
- ✓ **DO** - Use chute carry handles where fitted
- ✓ **DO** - Keep unauthorised personnel at a safe distance
- ✓ **DO** - Report problems with chutes and chute attachments.



One piece chute design mandated since 2012

Site Operations

Arrival on Site

Site Induction

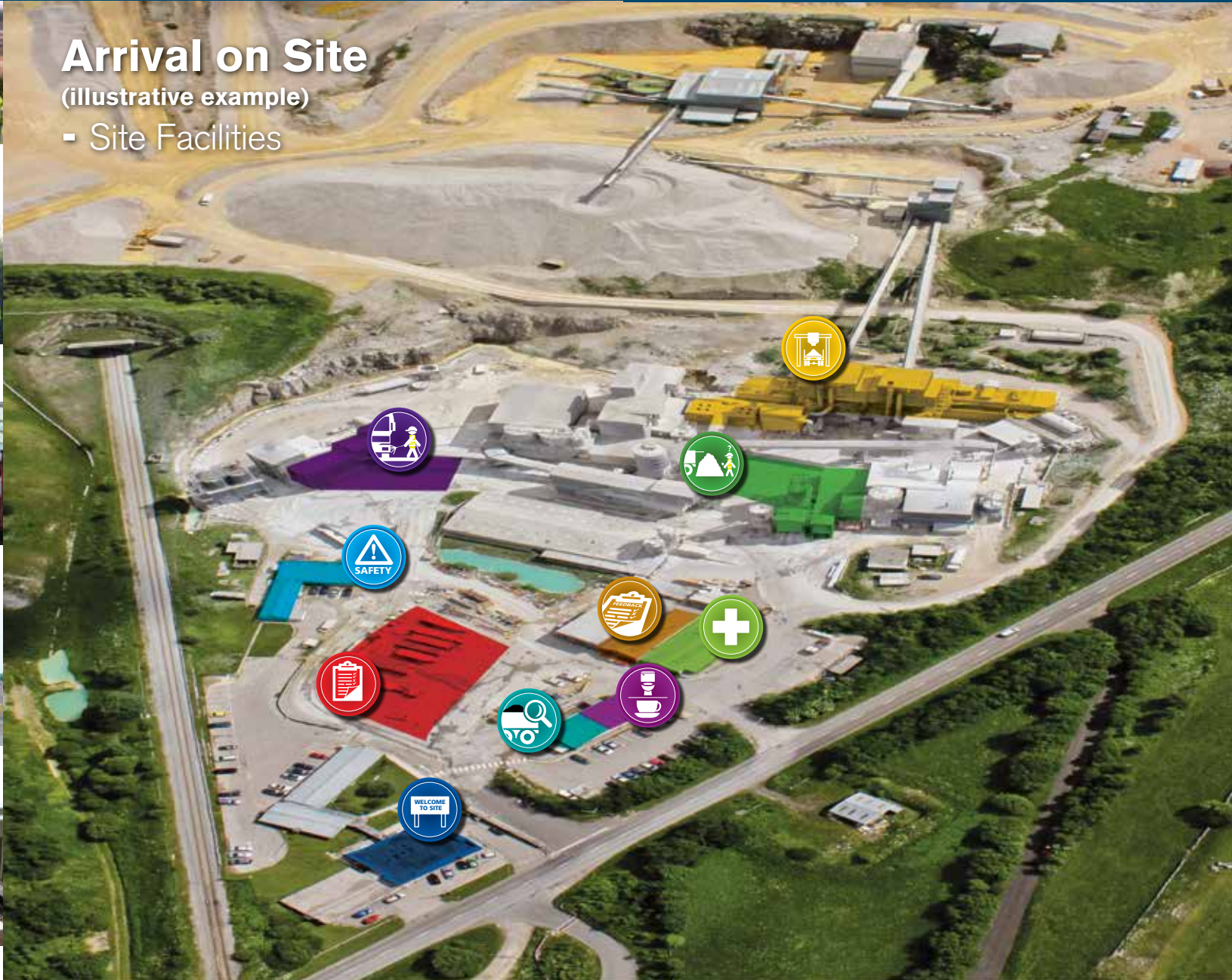
Inductions are intended to make people aware of the potential hazards on our sites.

- ✓ **DO** - Complete a Site Induction before operating on any of our sites
- ✓ **DO** - Report to site office or weighbridge on arrival to a site
- ✓ **DO** - Wear the appropriate PPE. Details of PPE can be found in this guide
- ✓ **DO** - Observe all traffic management routes including one way systems and speed limits
- ✓ **DO** - Wear seat belts at all times (including when tipping)
- ✓ **DO** - Be aware of overhead structures
- ✓ **DO** - Lock your vehicle doors, keeping the keys on your person
- ✓ **DO** - Report back to site office or weighbridge once tippers have been tipped or when loading & unloading is complete
- ✓ **DO** - Use dipped headlights and flashing beacon during poor visibility.
- ✗ **DON'T** - Breach any rules or carry out any unsafe behavior as this may result in your exclusion from site and could lead to disciplinary action or permanent exclusion from all Hanson UKs operations
- ✗ **DON'T** - Use mobile phones or 2 way radios whilst the vehicle is in motion
- ✗ **DON'T** - Tip or unload anywhere other than designated areas
- ✗ **DON'T** - Tip or unload if there are personnel or other vehicles in the area
- ✗ **DON'T** - Sheet or unsheet anywhere other than designated areas
- ✗ **DON'T** - Enter the vehicle body unless it is absolutely necessary to do so. Inform personnel outside of the vehicle your intentions and ensure the engine is switched off and the ignition keys removed
- ✗ **DON'T** - Leave vehicles unattended with the engine running.

Arrival on Site

(illustrative example)

- Site Facilities



A place to inspect your vehicle



A place to induct you into our site



Autoloading facilities



Shovels matched to your vehicles



Toilet facilities



Welfare facilities



A place to clean your vehicle



Encouragement to report near misses/hits/hazard observations



First Aid should you need it



Feedback on customer sites

Accident Reporting and Management

All incidents, road traffic or personal injuries, that occur whilst employed by Hanson UK must be reported immediately to the local management team and Logistics Manager.

A copy of all local points of contact are displayed on ALL Hanson UK site noticeboards.

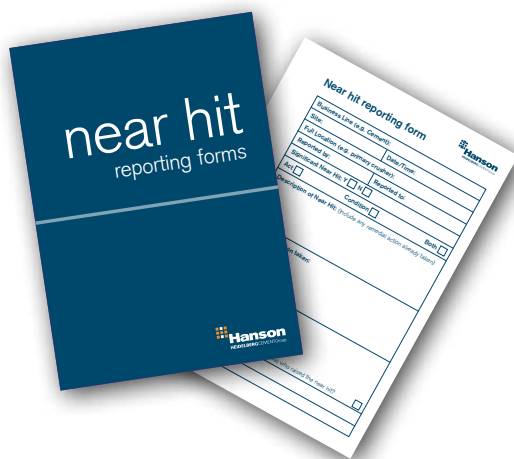
On Sites Near Hit/Unsafe Conditions

An Accident is an unplanned event that results in injury to people, damage to property or the environment.

ALL accidents on Hanson UK sites MUST be reported immediately to the site supervisor. On other customer sites they should be reported to the site management, with a Hanson UK form also completed on return to the plant.

A Near Hit is an incident that has not resulted in any injury or damage but had the potential to do so.

You can also report incidents directly to your line manager or Hanson Customer Service Centre.



Benefits

Near Hit and Hazard Alert reporting is an early warning system for Hanson UK identifying that there is a potential for an incident which could result in injury or damage.

Sometimes a fresh pair of eyes can identify a problem which site staff have not noticed because they work with it every day.

ALL drivers who work on behalf of Hanson UK should use the NMHA system and submit cards where there is a potential risk.

Customer Sites Site Risk Assessment

There are various types of processes and forms that encourage drivers to assess site conditions prior to discharging their load.

Drivers are responsible for identifying hazards and reporting to the site managers any issues that could lead to injury either to themselves or the customer's employees.



Access and Egress into Vehicle Cabs

All drivers please:

- ✓ **DO** - Maintain three points of contact on steps, grab handles and stairways
 - ✓ **DO** - Keep safety footwear clean at all times
 - ✓ **DO** - Exit your vehicle backwards using three points of contact
 - ✓ **DO** - Ensure the ground onto which you are exiting is safe and clear of debris.
- ✗ **DON'T** - Jump from the vehicle
 - ✗ **DON'T** - Carry objects such as mobile phones or other hand-held devices
 - ✗ **DON'T** - Obstruct vehicle steps.



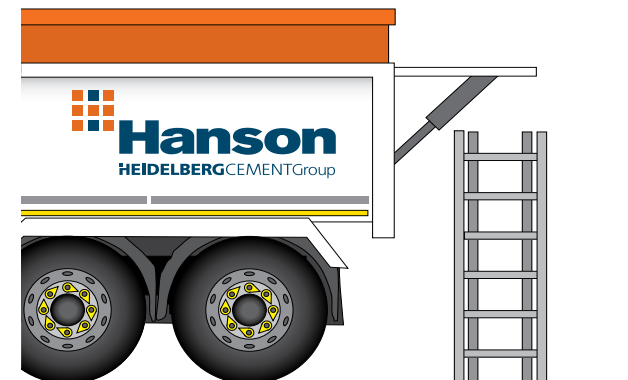
Access and Egress - Tipper Bodies

Working in Confined Spaces

DO NOT ENTER the tipper body until the following conditions have been met:

- ✓ **DO** - Rule out all other options
- ✓ **DO** - Seek permission by the site management
- ✓ **DO** - Ensure that you fully understand the Safe Systems of Work for Access and Egress
- ✓ **DO** - Remove keys from the vehicle so that nothing can move without the drivers knowledge
- ✓ **DO** - Only use authorised ladders and gantries to access the body of the vehicle (tyres, mudguards and fuel tanks are prohibited from being used as foot holds)
- ✓ **DO** - Ensure that the tipper body is fully lowered when gaining access via the tailgate and the tailgate should be suitably secured.

Note: Hauliers should provide safe systems of work for their employees with regards to all activities on our sites.



Sheeting and Un-sheeting

All delivery vehicles must have automated or mechanical sheeting systems capable of being operated from ground level or preferably from inside the cab. For collect vehicles requiring access please ensure you use appropriate site platforms.

Remember:

- ✓ **DO** - Always have one foot behind the other to avoid overbalancing
 - ✓ **DO** - Shelter your vehicles as much as possible in strong winds
 - ✓ **DO** - Avoid skin contact with hot surfaces, e.g. vertical exhausts
 - ✓ **DO** - **STOP and THINK** to avoid slips and trips in wet or icy conditions
 - ✓ **DO** - Ensure your sheets, strap hooks and rings are in good condition.
-
- ✗ **DON'T** - Lean backwards as ropes and straps can break
 - ✗ **DON'T** - Wrap ropes or straps around your hands when pulling the sheet tight.



Access and Egress onto the Back of Vehicles

For Edge Protection Systems

Sites should make adequate provision to ensure that vehicles have facilities available to prevent such incidents.

- ✓ **DO** - Undertake a risk assessment considering all vehicle types that visit the site and the reasons that people may wish to access the vehicle
 - ✓ **DO** - Consider measures to prevent falls might include changes to loading practices, provision of split level gantries, overhead fall restraint systems or other temporary access arrangements as required.
-
- ✗ **DON'T** - Access a vehicle unless there is protection from falls at heights.



Cleaning Out



Driver and Site Supervisor must agree, communicate and ensure the following:

- ✓ **DO** - Notify relevant staff who may be working in the area
- ✓ **DO** - Only park the vehicle in the designated working area
- ✓ **DO** - Ensure the vehicle is safely isolated and cannot be loaded
- ✓ **DO** - Wear full PPE
- ✓ **DO** - Maintain three points of contact when climbing in and out of vehicle
- ✓ **DO** - Check that the purpose built secured ladders are in a good condition
- ✓ **DO** - Use manual handling techniques
- ✓ **DO** - Move cleaning tools safely in or out of the vehicle
- ✓ **DO** - Dispose of waste material appropriately.
- ✓ **DO** - Ensure vehicle is parked with handbrake applied
- ✓ **DO** - Remove keys from cab, doors locked, beacons on
- ✓ **DO** - Ensure the vehicle body is in the fully lowered position
- ✓ **DO** - Secure the rear door, if opened for access, with a purpose made prop

Safe Access and Safe Cleaning of Drums

Stage 1 - External Visual Inspection

This procedure must be followed.

1. ✓ **DO** - Review the generic Risk Assessment that is provided by Hanson UK so as to make it site specific. Speak to the Plant Supervisor for a copy of the companies own risk assessment template
2. ✓ **DO** - Record any additional risks and take any additional precautions required.
3. ✓ **DO** - Complete a Risk Assessment and obtain necessary paperwork and authorisation from the plant supervisor
4. ✓ **DO** - Park vehicle in a designated area, agreed with the Plant Supervisor. Lock the cab and retain the keys on the person. If more than one person is working on the drum, a key box should be used.
5. ✓ **DO** - Switch off the Truckmixer, apply the handbrake remove the keys The Power Take-Off (PTO) must be disengaged and drum physically isolated and locked off to prevent any drum rotation
6. ✗ **DON'T** - Use loading hopper for access if other hatches are available
7. ✓ **DO** - Use a camera to determine any build up if available on site. If no camera is available to assess any build up within the drum, remove one inspection hatch and complete a thorough visual inspection
8. ✗ **DON'T** - Access the drum if there is build up
9. ✓ **DO** - Use quick release hatch (strongly recommended).
10. ✓ **DO** - Open quick release hatch and install the two dedicated handrails into their side position
11. ✓ **DO** - Complete an Inspection of the drum via the side hatch platform fitted to the side of the mixer vehicle with three points of contact maintained at all times
12. ✗ **DON'T** - Access the drum if the inspection does not determine a clean out.

Safe Access and Safe Cleaning of Drums cont...

Stage 2 - Drum Clean out Using Non - Powered Tools

Designated Platform Site and quick release hatch "Minimum of three personnel" (Two personnel for clean out with a third person nominated to aid an emergency situation).

This procedure must be followed.

1. **✗ DON'T** - Access the drum without the authority of trained, competent and authorised person who has undertaken specific Truckmixer drum entry training
2. **✓ DO** - Review the generic Risk Assessment that is provided by Hanson UK so as to make it site specific. Speak to the Plant Supervisor for a copy of the company's own risk assessment template
3. **✓ DO** - Record any additional risks and take any additional precautions required
4. **✓ DO** - Complete a Truckmixer entry – "Permit to Work" document. The Plant Supervisor will confirm that appropriate training and controls are followed.
5. **✗ DON'T** - Enter the drum unless you have been assessed as fit and well (and have full understanding of the emergency procedures before undertaking the task)
6. **✓ DO** - Park the Truckmixer centrally under the designated Truckmixer platform.
7. **✗ DON'T** - Open the Truckmixer platform access hatch until the vehicle is correctly centrally positioned
8. **✓ DO** - Switch off the Truckmixer, apply the handbrake and remove the keys. These should be kept with the person entering the drum. Follow the local sites isolation procedures
9. **✓ DO** - Physically lock off the drum to prevent drum rotation
10. **✓ DO** - Display a "Man in Drum" sign adjacent to the vehicle in a prominent location
11. **✓ DO** - Remove at least one hatch prior to entry
12. **✗ DON'T** - Leave an open hatch at the six o'clock position
13. **✓ DO** - Wear correct PPE
14. **✗ DON'T** - Allow any more than one person to enter the drum
15. **✗ DON'T** - Work for longer than is safe to do so. Consider rest periods prior to and during the cleaning task
16. **✓ DO** - Only ever work with a fully trained "second person"
17. **✓ DO** - Ensure your "second person" has a telephone or communication device in case of emergency
18. **✓ DO** - Use portable battery operated lights to aid inspection and additional lights to aid cleaning process as necessary
19. **✓ DO** - Inspect all hand tools to ensure they are suitable and in good condition
20. **✓ DO** - Maintain verbal contact at all times between the clean out team.
21. **✓ DO** - Constantly check the material being worked with is not becoming a hazard
22. **✓ DO** - Reposition the drum to allow the deposit being worked on to be at the bottom of the drum
23. **✗ DON'T** - Rotate the drum with persons still inside
24. **✓ DO** - Discard all waste into an area agreed with the plant Supervisor
25. **✓ DO** - Ensure all documentation is signed off by permit issuer and permit holder to confirm inspection completion.

Safe Access and Safe Cleaning of Drums cont...

Stage 3 - Drum Clean out Using Power tools

As stage 2 plus the following controls:

Designated Platform Site and quick release hatch.

1. **✓ DO** - Ensure you are assisted by a "second person" to aid the clean out if using the quick release hatch. This person will oversee the cleaning operation
2. **✓ DO** - Ensure that the "third person" is a nominated person who will manage the clean out operation and be in charge of all staff associated with the clean out. This person must remain on site for the duration of the works and will act as an aid / controller in the event of an emergency recovery situation
3. **✓ DO** - Inspect all power tools prior to use and ensure ear protection is worn if required
4. **✓ DO** - Be aware of the Hand Arm Vibration (HAVS) Assessment of all power tools
5. **✓ DO** - Ensure that all airlines have anti whip ties
6. **✓ DO** - Complete a risk assessment to see if any additional ventilation is required.

Stage 4 – Maintenance and fabrication works within drum:

1. **✗ DON'T** - Burn or weld inside a drum
2. **✗ DON'T** - Use acid or any chemical classed as hazardous to aid cleaning inside the drum to avoid the problems of burns or inhalation.

Traffic Marshal

Positioning your vehicle to discharge may require reversing with supervision from a site reversing observer. Ensure whoever is supervising exchanges and agrees what signals will be used before you proceed. Drivers must recognise they are always responsible for all activity or actions they take when controlling their vehicle, whether the reversing observer is supporting or not. Traffic Marshalls should be easily identifiable, by for example labelled hi-vis or different coloured hi-vis/hard hats.

When a traffic marshal is provided, do not reverse until told.

- ✓ DO** - Remember that it is always the driver's responsibility to make sure that the delivery can be made safely
- ✓ DO** - Proceed to the signed designated 'Holding Area' and await instruction
- ✓ DO** - Identify the traffic marshal
- ✓ DO** - Always keep the traffic marshal in view
- ✓ DO** - STOP if you lose sight of the traffic marshal
- ✓ DO** - Ensure clear two way communication is maintained at all times.

IF IN DOUBT, STOP!

- ✗ DON'T** - Reverse unless supervised by a traffic marshal
- ✗ DON'T** - take any orders from any other person other than the dedicated traffic marshal.

In the event of a designated traffic marshal NOT being present, drivers should minimise, where possible, the need for reverse manoeuvres and take the necessary precautions to minimise risk, including full use of on board camera systems and mirrors.



Chute Work

Chutework Procedure

- ✓ **DO** - Ensure the tailboard of the vehicle has secondary restraint mechanisms such as twistlocks or swordpins fitted
- ✓ **DO** - Demonstrate the operation of chutes to site personnel
- ✓ **DO** - Agree with the Banksman that it is safe to commence tipping
- ✓ **DO** - Ensure the Banksman has taken responsibility for the activity of personnel working at the rear of the vehicle
- ✓ **DO** - Allow the Banksman to instruct you when to begin raising the vehicle body
- ✓ **DO** - Raise the body until the product starts to flow, and then lower slightly
- ✓ **DO** - Use the handlay procedure to clear the remainder of the product behind the chutes at the end of the delivery
- ✓ **DO** - Remain in the cab where this is possible .
- ✗ **DON'T** - Raise the vehicle body without instruction
- ✗ **DON'T** - Allow anyone to be within 5m of the rear of the vehicle when the vehicle body is first raised
- ✗ **DON'T** - Continue if the product fails to flow or if there is an issue with the chutes. The body **MUST** be lowered prior to any investigation being carried out
- ✗ **DON'T** - Allow any person to access the vehicle body
- ✗ **DON'T** - Stand directly behind the vehicle.



Chute Work

Handlay Procedure

- ✓ **DO** - Ensure the tailgate of the vehicle when open, is secured using a secondary restraining device
- ✓ **DO** - Agree with the banksman that it is safe to commence tipping
- ✓ **DO** - Where there is a requirement to move product towards the tailboard, all personnel will observe the 5m exclusion zone to the rear of the vehicle, prior to the body being raised. It is the responsibility of the site receiving the delivery to ensure that the exclusion zone is adhered to
- ✓ **DO** - Raise the vehicle body under the direction of the nominated banksman – only of the sufficient height to move the product. Once the product has moved to the rear of the vehicle body, the body must be lowered, prior to any personnel accessing the material. The tipper body must **NOT** be raised any higher than necessary to get the product to move
- ✓ **DO** - Ensure any requests to deliver outside of these procedures are risk assessed and approved by the company, the customer, and the driver, prior to delivery taking place.
- ✗ **DON'T** - Allow any person access to the vehicle body.

Delivering into a Streetmaster Bucket/ Bobcat Type Vehicle

If delivering through chutes or as a handlay, the driver of the streetmaster/bobcat receiving the product should observe the required exclusion zones in the same way as any personnel on foot.

Safe Loading and Unloading

- ✓ **DO** - Adhere to any specific loading instructions displayed at any sites
- ✓ **DO** - Ensure that loads are restrained and distributed safely, as well as being within weight limits
- ✓ **DO** - Be aware of product type and free flowing properties (eg dust or clay)
- ✗ **DON'T** - Overload your vehicle even if it is not travelling on the public highway. If a vehicle is found to be overloaded both the driver and company and weighbridge clerk operator could be prosecuted or cautioned. Legislation imposes fines of up to £5,000 for each offence. That means a fine for each overloaded axle plus any overloading on the total weight.

What can I do to prevent my vehicle from being overloaded?

- ✓ **DO** - Know the weights of your vehicle
- ✓ **DO** - Know what you are carrying and weight of the load
- ✓ **DO** - Distribute your load appropriately to avoid overloading axles
- ✓ **DO** - Check the Gross Vehicle Weight before setting out.

If overloaded?

- ✓ **DO** - If you suspect that you may be overloaded, discuss with site personnel immediately to assess using site aids available (CCTV, Gantries etc).

Bulk Powders

- ✓ **DO** - Carry a Valid Pressure System Certificate for Bulk Tankers at all times
- ✓ **DO** - Secure tanker lids by hand – kicking is not acceptable practice
- ✗ **DON'T** - Access to the top of the tanker unless a safe access gantry is available.

Discharging

- ✓ **DO** - Ensure you follow the MYSACE principle before, during and after the delivery
- ✓ **DO** - Ensure that all ancillary equipment to be used is clean and serviceable
- ✓ **DO** - Always remain in the immediate vicinity of the vehicle's controls whilst discharging
- ✗ **DON'T** - Engage the PTO whilst the vehicle is in gear
- ✗ **DON'T** - Continue discharging upon silo alarms activation or excessive dusting and seek advice from the site personnel or your Hanson UK contact.



Safe Loading and Tipping Operations

Loading Aggregate / Asphalt

- ✓ **DO** - Ensure that the vehicle body is clean to prevent material contamination prior to loading
- ✓ **DO** - Always remain in the cab.



Tipping Aggregate / Asphalt

- ✓ **DO** - Always ensure that the tailgate is released prior to commencing tipping
 - ✓ **DO** - Ensure the load is trimmed and that no material can fall from the vehicle
 - ✓ **DO** - Ensure the load is evenly distributed both across and along the body
 - ✓ **DO** - Keep hands clear of tailgate trap areas
 - ✓ **DO** - Remain in the cab with the door closed and seat belt on whilst the body is being raised and lowered
 - ✓ **DO** - Be aware of any overhead obstructions, particularly power cables when tipping
 - ✓ **DO** - Refer to the Institute of Road Transport Engineers (IRTE) Guide to Safe Tipping Vehicles, a link to which can be found in the reference section of this document.
-
- ✗ **DON'T** - Begin to tip before checking the ground conditions
 - ✗ **DON'T** - Tip the vehicle unless it is on firm level ground
 - ✗ **DON'T** - Tip anywhere you consider unsafe
 - ✗ **DON'T** - Tip over sheer edges of faces, pits or stockpiles
 - ✗ **DON'T** - Travel with the body raised
 - ✗ **DON'T** - Tandem tip.

Safe Practices for Drivers

Safe Unloading of Bulk Powder Tankers

Bulk Discharge - Arrival at Site

1. On arrival at site, ensure that the customer is aware of the brand and quantity of material.
2. Obtain precise instructions as to the delivery inlet pipe and any keys required.
3. Ask for details of all silo level warning devices fitted, and verify that they work and ask for confirmation that there is sufficient room to safely take the quantity being delivered.
4. Ensure that silo product discs on inlet pipes correspond to product being delivered, if not check. Obtain permission for authority to discharge into the silo before commencement of discharge.

All drivers should satisfy themselves that site conditions are suitable for discharge and make themselves familiar with Health/Safety, environmental requirements etc. Drivers are not allowed to control traffic and/or pedestrians whilst discharging.

- ✓ **DO** - Park your vehicle in a safe manner for discharging on level ground, ensuring tractor/trailer are in line (if tip tank)
- ✓ **DO** - Seek instructions if you feel that conditions for access or discharge are dangerous
- ✓ **DO** - Beware of overhead electric cables and pylons
- ✓ **DO** - Comply with the health, safety and environmental instructions of the customer site
- ✓ **DO** - Identify and describe every conceivable occurrence that the driver may encounter
- ✗ **DON'T** - Connect your vehicle directly onto a customer hose as the condition of the hose is unknown. A hose belonging to the delivery vehicle shall be fitted between the delivery vehicle and the customer hose
- ✗ **DON'T** - Discharge the tanker if the prevailing wind/weather conditions are not suitable
- ✗ **DON'T** - Continue to work if there is any feature that you are unsure or unhappy about without reassurance from someone in authority.

Loading and Unloading Bulk Powders MPA customer site safety scheme



Safe Practices for Drivers

Safe Loading of Bulk Powder Tankers

Loading of Bulk Vehicle

- ✓ **DO** - Make yourself totally familiar with vehicle/trailer layout and method of loading before proceeding
- ✓ **DO** - Ensure appropriate safety items are worn
- ✓ **DO** - Check that the information on the loading instruction corresponds to that stated on the silo
- ✓ **DO** - Use the stairway and drop down steps to gain access to the top of the tank
- ✓ **DO** - Use the handrail and take one step at a time when using stairs
- ✓ **DO** - Make yourself familiar with the silo operation, loading procedures and safety requirements before work begins. If in doubt speak to your site contact
- ✓ **DO** - Follow all written instructions and procedures contained within your drivers folder
- ✓ **DO** - Aim to load from the middle hatch covers where possible
- ✓ **DO** - Ensure that the loading controls are manned at all times
- ✓ **DO** - Clean excess materials from tank using appropriate equipment available upon completion of loading
- ✓ **DO** - Ensure hatch covers and seals are clean and correctly fitted before closing
- ✓ **DO** - Exercise extreme caution when ascending and working on the catwalk or descending from walkways
- ✗ **DON'T** - Load with the engine running or keys in the ignition
- ✗ **DON'T** - Open the hatch cover before the tank is fully depressurised
- ✗ **DON'T** - Open the hatch cover without undoing the clamps on the hinge side of the hatch cover first.



Load Security (Curtain Sider, Low Loader, Crane Lorry, Flatbed)

The Road Traffic Act 1991 states:

'A person is guilty of using a vehicle in a dangerous condition if he/she uses, or causes or permits another to use, a motor vehicle or trailer on a road when the purpose for which it is used or the weight position or distribution of its loads, or the manner in which it is secured is such that the use of the motor vehicle or trailer involves a danger of injury to any person'.

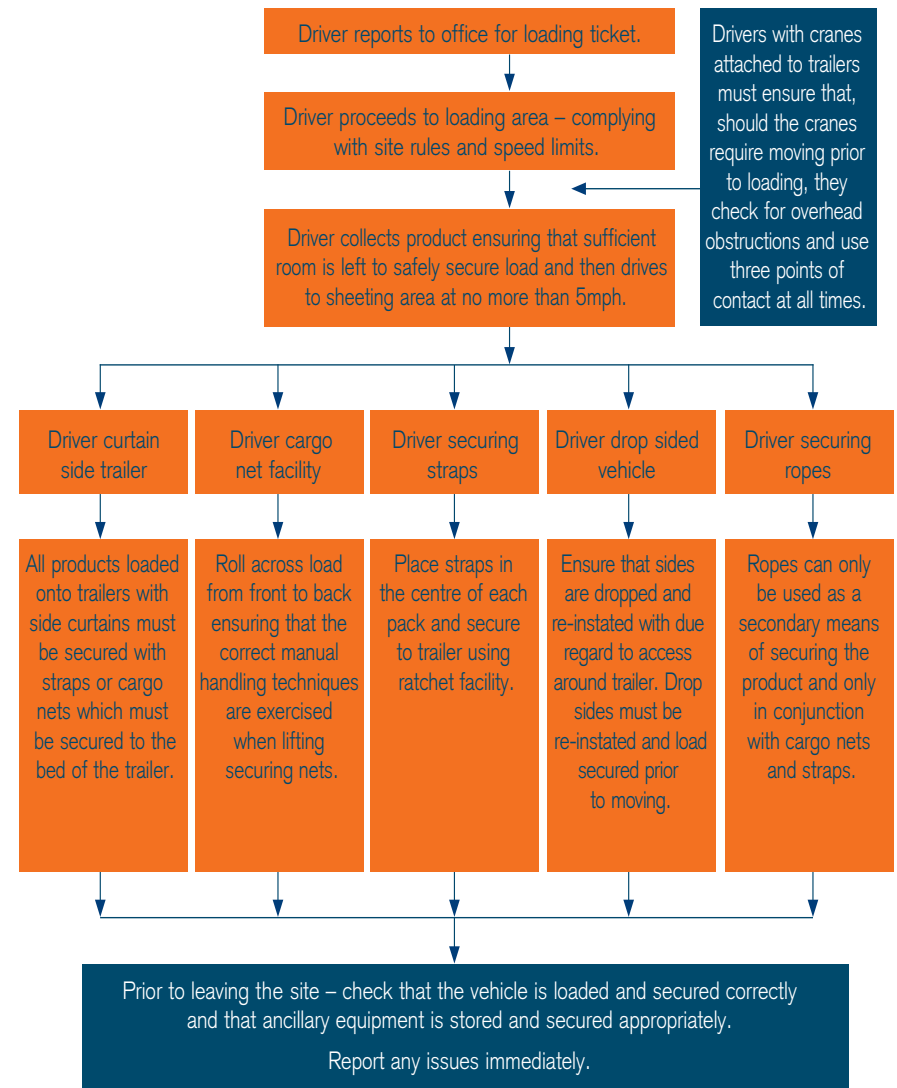
- ✓ **DO** - Secure loads so that they do not move relative to the trailer bed during transport
- ✓ **DO** - Be aware that load restraint is not the same as load containment. Some loads may require a combination of both
- ✓ **DO** - Place loads against the trailer headboard if possible. If this is not possible for reasons of weight distribution, the gap to the headboard should be filled or an intermediate bulkhead could be used
- ✓ **DO** - Inspect all equipment used for securing loads for wear or damage
- ✓ **DO** - Pay attention to ensure that there is no visible deterioration due to constant use.

✗ **DON'T** - Rely on the curtains and the weather-protection structure of a curtain-sided vehicle for load securing

✗ **DON'T** - Rely on friction alone as a method of load securing.



Loading Procedures on Building Products Sites



DVSA - Load Security Enforcement Matrix

		Defect Category		
		1	2	3
Load Type	A	PROHIBIT	PROHIBIT	ADVISE
	B	PROHIBIT	PROHIBIT	ADVISE
	C	PROHIBIT	ADVISE	ADVISE

Defect Category		
Category 1	Category 2	Category 3
No load securing	>30cm gap between load and vehicle headboard	Lashings on ropehooks
>1m gap between front of load and vehicle headboard	Unsheeted load in bulk tipper or skip	Minor damage to headboard not affecting structural integrity
Unstable load affecting vehicle stability or likely to topple from vehicle	Inadequate load securing leading to likely risk of harm	Unsuitable load securing
Severe structural damage to headboard or gaps in headboard that would allow load penetration	Unsuitable stacking of load items likely to lead to risk of harm	Poor condition of securing equipment
Items loaded over height of headboard	Height of load likely to affect vehicle stability	Unsuitable vehicle for load

Load Type		
Type A	Type B	Type C
Metal pipes, sheet or bar	Timber	Clothing
Reinforced concrete	FIBCs/bulk powder	Wood chip
Bricks, stone or concrete	Roll cages	Waste paper
Vehicles (including scrap)	Bagged aggregate	Coal bags
Plant machinery	Empty skips stacked 3 high	Bulk material (in tipper)
Reels (steel, wire or paper)	Heavy palletised goods	Packaging material
Kegs and barrels		Single loaded skips
Stacked loaded skips		Empty skips < 3 high
Empty skips stacked > 3 high		Light palletised goods
Metal castings		
Glass		
Containers/work cabins		

Deliveries to Highways/ Roadwork Sites

Driver behaviours impact on safety at customer sites and the public highways used to get to them. Driver behaviours also impact on the quality of finish and durability of asphalt materials delivered to customer sites.

How you can help make safe deliveries to highways/roadwork sites and help to provide well-constructed pavement for asphalt deliveries is detailed below.

Points specific to asphalt deliveries are found in red text.

Prior and After Loading:

Asphalt specific delivery requirements:

Take rest breaks prior to loading to minimise delays and cooling of asphalt during transport and discharge on site.

Positioning your delivery vehicle under hopper to achieve even loading and minimise the amount of asphalt subject to cooling from being up against body and tailboard.

Check the cleanliness and visibility of chevrons, highway maintenance stickers and other conspicuity markings after loading. Clean these as required before driving on public highways.

Also check the tailboard is secured before driving on public highways.

Check delivery information on ticket as well as any supplementary information provided, such as delivery cards used by Hanson Contracting. You may be provided with specific information about you how need to approach the access point to highways/roadwork sites. Knowing this before making your journey is of particular importance for deliveries on roads such as motorways where you are not permitted to stop and ask roadworkers.

You may also be provided with other highways/roadwork site information and rules such as speed limits, PPE requirements when you need to leave your cab, location of welfare facilities, etc.



Driving to and Entering Site:

Only enter highways/road work site via designated Work Access points.

For deliveries to high-speed highways/road work sites get into the lane adjacent to the designated Work Access point and at about 200 yards before the Work Access point turn on your flashing beacon, dipped headlights and indicate.

About 100 yards before the designated Work Access point check the access is clear and start slowing down. Check your mirrors to see if the traffic behind you is sufficiently slow and at a safe distance for you to enter the Works Access. If not abort your entry by switching off your beacon and indicators and carry on. Depending on the site you may be able to enter a different Work Access point or you may have to drive round and re-approach the designated Work Access point again.

After entering the designated Work Access point reduce your speed to within the site speed limit and continue for a short distance (approx. 100m) before coming to a stop. This prevents you from blocking the Work Access point to others.

After coming to a stop check you mirrors for members of public who have followed you into site. If a member of public has followed you into site and the Work Access point is unmanned, ask the member of public to wait in a safe place and call your site contact who will arrange for their safe escort off site.

Deliveries to Highways/ Roadwork Sites cont...

Driving on Site:

Your first point of contact on site may be with a gateperson or airlock system which are there to prevent unauthorised access to site. You may be provided with site information or rules at this point which you need to follow.

Maximum speed limits vary by site and can also vary on the same site. Maximum speed limits on highways/roadwork sites are generally 10mph reduced to 5mph when passing site activities and operations but adhere to maximum speed limit(s) established for the site you are on.

Some sites may operate enhanced speed limit zones in sterile sections of roadworks where no work is being undertaken, to minimise your delay in travelling through site. Enhanced speed limits zones will be clearly signed with their extents delineated.

Always obtain positive confirmation before passing site activities and operations. Eye contact and a thumbs up from workers in closest proximity to you is an effective way of obtaining positive confirmation.

For sites which have a live traffic lane running alongside them lateral safety zone needs to be provided and maintained. The width of safety zones is determined by the speed limit of passing traffic but keep as far away from road cones, varioguard or any other means of separating live traffic from highway/roadwork sites.

For reversing on site and tipping under the control of others see page 89 Traffic Marshall.

Asphalt specific delivery requirements:

Newly laid asphalt needs to remain free from trafficking for as long as possible to allow it to cool and avoid deformation under loading. Where you have not been instructed what lane on site to travel down inside roadworks for lane closures on dual carriageways and motorways, live traffic lanes tends to be furthest away from the paving operation. This can help you avoid driving over newly laid asphalt, but care is needed to be taken to also avoid encroaching into safety zone with live traffic.

Signs, barrier or vans and site vehicles may sometimes be used to block use of the lane being laid and prohibit you driving over newly laid asphalt.

Bond coat which is a mixture of bitumen is applied prior to surfacing to help new asphalt to adhere to existing pavement surfaces. Bond coat is sticky when first applied and needs time to avoid it being stripped off the surface and being picked up by asphalt delivery vehicle wheels.

In situations where the paving operation get too close to areas where bond coat has just been applied then you may be asked to hold position behind the paver rather than pull in front of the paver or other delivery vehicles. In such situations hold position until you are instructed to proceed.

In preparation of discharging your load of asphalt adjust mud flaps and release the tailboard to avoid delay immediately during being picked up by the paver. Do not fully open the tailboard too early and let the asphalt at the back of the load to cool.

Deliveries to Highways/ Roadwork Sites cont...

Discharging into pavers:

Asphalt specific delivery requirements:

Modern pavers may be fitted with lighting systems which replace the need for banksperson or traffic marshal control. It is important the driver knows what the instruction the signals of these lighting systems are providing so please check with the paver operator where you are unsure.

How the paver picks up your delivery vehicle is of importance as stops and bumps have a negative impact on regularity and smooth ride of the asphalt laid. The paver needs to pick up the paver and receive the load from the delivery vehicle as smoothly and with least resistance as possible for the site conditions.

Existing pavement gradients such as falls away from the paver may require you to apply braking to stop the delivery vehicle rolling off the paver and depositing asphalt on the ground.

On completion of discharge pull forward off the paver. For tipping delivery wagons fully drop the body before travelling down site. Some customers such as Hanson Contracting adopt a 'flat before sign' approach so the delivery ticket might not be signed without it.

Leaving Site:

Following cleaning out head to the designated Work Exit point.

When leaving high-speed highways/road work sites at the end of a closure position your vehicle about 100m from the exit. Check the exit ahead is clear and adjacent lane is sufficiently clear alongside and behind you. Accelerate to prevailing traffic speed and exit the works when safe to do so. When up to speed switch off your flashing beacons.

When leaving high-speed highways/road work sites before the end of a lane closure position your vehicle about 30m before the exit point and where you have an unimpeded view behind you. Check you mirrors and when clear exit the works and accelerate to prevailing traffic speed. When up to speed switch off your flashing beacons.

Fork Lift Trucks/Mobile Plant

Fork Lift Trucks (FLT) are particularly dangerous in the workplace.

- ✓ **DO** - Be aware of other activities/people in the immediate area at all times
- ✓ **DO** - Always follow site rules and stay well clear of FLT's and mobile plant equipment, remain in your vehicle cab or a physically segregated area
- ✓ **DO** - Always ensure that two way communications is regularly maintained with FLT/Plant operators
- ✓ **DO** - Operate the forklift with the mast in a safe position with the load at a safe height.



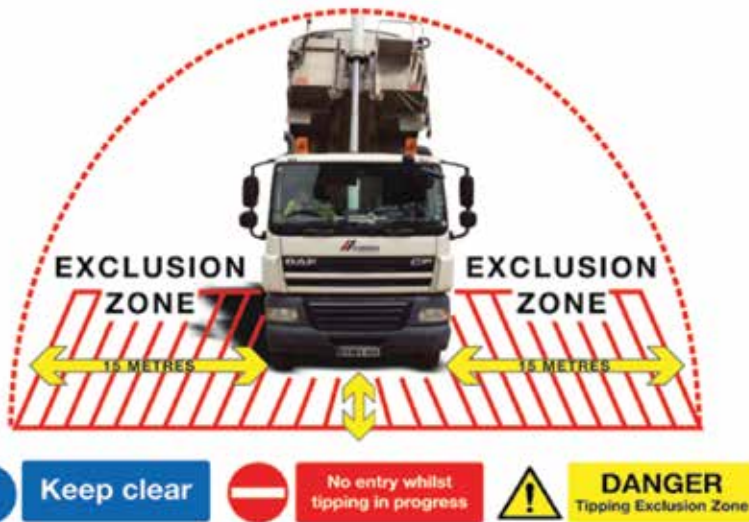
Overturns - Vehicle Exclusion Zone Guidance

Tragically, a contractor artic tipper driver delivering on behalf of a MPA member sustained fatal injuries when the cab of his vehicle was crushed by a tipper that overturned.

When making deliveries all drivers should be managing the space around them and maintain an exclusion zone to avoid anyone entering this area.

If you are delivering and have any safety concerns, please advise the site staff and also your Hanson UK contact, and complete a Near Hit form.

- ✓ **DO** - Keep vehicles and people apart
- ✓ **DO** - Ensure people are kept a safe distance from discharging vehicles
- ✓ **DO** - Apply MYSPACE principles



Overturns - All Vehicles

- ✓ **DO** - Stay in the vehicle wherever possible and wear a seat belt at all times
- ✓ **DO** - Check and maintain your exclusion zone
- ✓ **DO** - Check your axles are all level and not wedged on ledges or material
- ✓ **DO** - Wear your seatbelt when tipping
- ✓ **DO** - Report all near hits and incidents before you leave
- ✓ **DO** - Check your tyres daily
- ✓ **DO** - Obey site tipping procedures
- ✓ **DO** - Check the vehicle is loaded evenly
- ✓ **DO** - Ensure articulated vehicles and trailers are in line
- ✓ **DO** - Check axle weights are compliant before leaving site.
- ✓ **DO** - Drive, especially in rural areas, mindful of soft verges and the height-ened risks for vehicle overturns



- ✗ **DON'T** - Tip in high winds
- ✗ **DON'T** - Drive off with the vehicle body raised after discharging your load
- ✗ **DON'T** - Walk around your vehicle when the body is raised
- ✗ **DON'T** - Tip if the ground is not firm and level
- ✗ **DON'T** - Tandem tip
- ✗ **DON'T** - Jolt your vehicle forwards to try and move a sticking load. If the load sticks lower your body and seek help
- ✗ **DON'T** - Raise vehicle body near overhead cables
- ✗ **DON'T** - Use inappropriate speed round corners when loaded
- ✗ **DON'T** - Drive too close to open trenches and open excavations
- ✗ **DON'T** - Leave the cab until it is safe to do so.



Truck Mixer on Highway Stability

- ✓ **DO** - Adjust speed of mixer drum to reflect the slump of the load (stationary for slumps between 20 and 50mm unless on straight road sections).
- ✗ **DON'T** - Drive too fast going through bends
- ✗ **DON'T** - Drive too fast on roundabouts or corners
- ✗ **DON'T** - Hit or ride up kerbs
- ✗ **DON'T** - Make sudden or harsh steering inputs
- ✗ **DON'T** - Brake suddenly or harshly
- ✗ **DON'T** - Ignore the camber of the road in relation to stability.

The best way to avoid an overturn is:

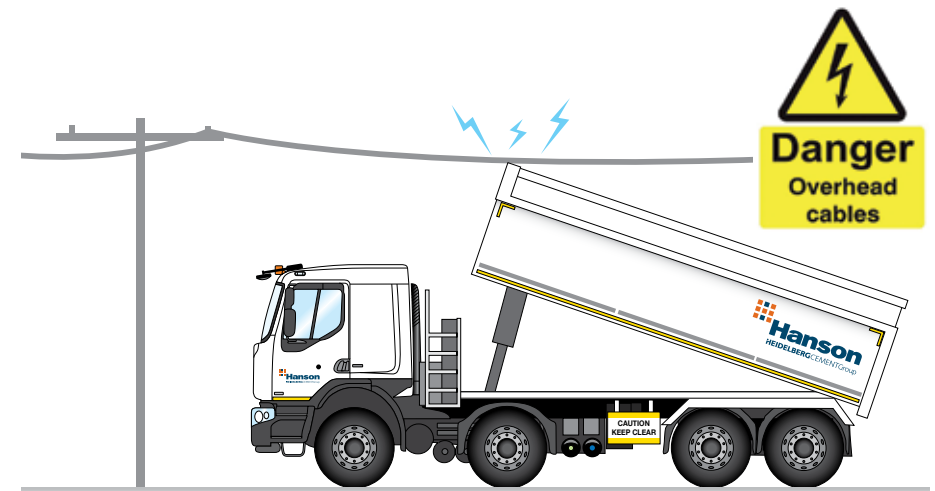
- **SAFE SPEED** - Always adopt a cautious speed, and go slow when approaching, entering, driving through or exiting a bend, roundabout or corner. An increase in speed around a corner as little as 3 miles per hour can increase the chance of an overturn by as much as 20%
- **SAFE LOAD** - When transporting 'sticky' concrete, with a slump of 20-50mm, **avoid rotating the drum during travel**
- **SEATBELT** - Always wear your seatbelt, just in case you are involved in an overturn incident – it could save your life.

Overhead Obstructions

- ✓ **DO** - Always look up before tipping
- ✓ **DO** - Lower your truck body prior to moving off after tipping
- ✓ **DO** - Apply MYSAPCE principles
- ✓ **DO** - Always apply Exclusion Zone Rules.

If the vehicle is in contact with an overhead powerline and there is a risk of electrocution, jumping from the vehicle is an option to preserve life. Likewise, if your vehicle catches fire, you may need to jump. Jump well clear of the cab and ensure you do not contact the ground whilst still in contact with the vehicle, then bunny hop to maximise distance away from hazard.

- ✗ **DON'T** - Park beneath overhead electricity lines within the limits defined by goalposts or signs.



Use of Release Agents

COSHH

(Control of Substances Hazardous to Health)

Every year, workers are made ill by hazardous substances, contracting lung disease such as asthma, cancer and skin disease such as dermatitis.

Myth: 'Of course it's safe – we've always done it this way.'

Reality: Some diseases take years to develop. If exposure is high because the task has always been done that way, maybe it's time for a change.

Safety data sheets

Products you use may be 'dangerous for supply'. If so, they will have a label that has one or more hazard symbols. Some examples are given here.

These products include common substances in everyday use such as paint, bleach, solvent or fillers. When a product is 'dangerous for supply', by law, the supplier must provide you with a safety data sheet.

Since 2009, new international symbols have been gradually replacing the European symbols. Some of them are similar to the European symbols, but there is no single word describing the hazard.

Always make the site aware of hazards and always use the right control measures including wearing necessary Personal Protective Equipment (PPE).

Myth: 'It's natural so it can't be harmful.'

Reality: Natural materials can be harmful. For example, stone or concrete dust can cause lung disease such as silicosis.

Physical Hazards



CORROSIVE



OXIDISING



EXPLOSIVES

Env. Hazards



FLAMMABLE



GAS UNDER PRESSURE



DANGEROUS TO THE ENVIRONMENT

Health Hazards



CAUTION
- used for less serious health hazards like skin irritation



CORROSIVE



LONGER TERM HEALTH HAZARDS SUCH AS CARCINOGENICITY



TOXIC

Release Agents

Asphalt products

You MUST:

- ✓ **DO** - Ensure that only approved release agents are used – diesel, sand and lorry grit are **STRICTLY** forbidden
- ✓ **DO** - Contact your technical department on products that can be used
- ✗ **DON'T** - Use unauthorised release agents which may lead to quality problems with products that require rectification at a later date.



Safe Addition of Fibres and Additives

- ✓ **DO** - Add all additives that have to be added by hand to truck mixers via the slump tower
- ✓ **DO** - Wear the correct PPE i.e. safety helmet, gloves, and safety glasses, if adding powders a dust mask minimum standard P3 filters
- ✓ **DO** - Observe manual handling guidance
- ✓ **DO** - Use two persons to ferry additives up steps of slump tower, loading head area or pass material up ladder of truck, where practical, to reduce fatigue. Take extra care with liquids
- ✓ **DO** - Take extra care in adverse weather conditions, i.e. strong winds etc, especially when adding powders
- ✓ **DO** - Dispose of all used bags, containers etc, in the correct designated area to avoid any environmental issues
- ✓ **DO** - Ensure any spillages are cleared up immediately, refer to COSHH Manual and assess the hazards of the chemical/substance, and follow emergency procedures.
- ✗ **DON'T** - Carry buckets or bags of materials whilst climbing rear inspection ladder of mixer
- ✗ **DON'T** - Stand on top of slump tower, when vehicle is reversing up to tower
- ✗ **DON'T** - Move the vehicle from slump tower on completion until all personnel are clear of the area.



Safe Vehicle Cleaning Using Diluted Acid

This guidance describes the procedures to be taken when using, handling or storing acids.

Major Hazards

- Splashes into eyes or onto skin causing chemical burns.
- Exposure to fumes which may cause a feeling of nausea.
- Spillages which may cause danger to others or damage to the environment.

Hydrochloric acid can be used to remove hardened concrete residues. It is a highly corrosive acid. Acid should be no more than 14% but beware concentrated hydrochloric acid may be labeled '30%'.

Safe working practices

- ✓ **DO** - Wear the correct PPE when using hydrochloric acid. This must include acid resistant clothing, wellington boots, impervious gloves and a visor for face/eye protection
- ✓ **DO** - Wash all PPE and equipment once the task has been completed. Return it all to the acid store once cleaned
- ✓ **DO** - Wash all ancillary equipment used, rubber buckets, brushes etc. and place them in the acid store or the safety cabinet
- ✓ **DO** - Only use acid to clean mixers in a designated area, which must be clearly defined on the site plans. In establishing the designated area take the prevailing wind and weather into account so that you can be sure that other people and property are not endangered
- ✓ **DO** - Dilute the acid before use. This should be carried out by adding the acid to the water

- ✓ **DO** - Ensure that other persons on site are aware of your activities, that they understand the hazards and that they are clear of the working area
- ✓ **DO** - Wash any acid splashed into the eyes or spilled onto the skin with large amounts of water. Seek immediate medical attention
- ✓ **DO** - Keep all containers of hydrochloric acid in a secure, well-ventilated compound under lock and key well away from other stored materials, substances or gases. The store must be clearly labeled as to the contents.
- ✗ **DON'T** - Use hydrochloric acid inside any building. Use is strictly limited to outside only
- ✗ **DON'T** - Add water to the acid
- ✗ **DON'T** - Transport acid in company vehicles.



Addax (or Equivalent Wash System)

To avoid the use of acid there are systems available that deliver the same results. Hanson UK is already using these on some of its sites and has a commitment to eliminating acid over the coming years.

Addax and equivalent wash systems are designed specifically for cleaning Aggregate and Ready-Mix Trucks. It safely removes cement without damaging the equipment and provides a viable replacement for Hydrochloric Acid, improving safety on site. Each system comprises two pressure washers: one applies the concrete remover as foam, the second jet washes off the dissolved concrete. Each pressure washer has an individual 20 metre self-retracting hose giving the operator a comfortable reach. The self-retracting hose reel ensures tidiness reducing trip hazards.

Using Addax and equivalent wash systems makes the cleaning of trucks much quicker therefore reducing the risk of exposure to hazardous fluids.

They are safe to use on a range of surfaces such as plastic, aluminum, rubber etc.

They are biodegradable and can be recycled with grey water.



Reference

BRITISH PRECAST (BP)

A Guide to Load Security (Building Products)

CONCRETE FEDERATION (BPCF)

DRIVER VEHICLE STANDARDS AGENCY (DVSA)

Load Security Enforcement Matrix

MINERAL PRODUCTS ASSOCIATION (MPA)

Driver Safety at Customer Sites – 6th Edition 25 July 2018

Load Security Bulk Bag Driver's Handbook January 2015

QUARRIES NATIONAL JOINT ADVISORY COMMITTEE (QNJAC)

Road Haulage Information Sheet 1 : Point of Delivery Checklist v1

June 2015

ROAD HAULAGE ASSOCIATION (RHA)

RHA Vehicle Inspection Form.

HANSON UK DOCUMENTS

Control of Contractors UKCP01

Risk Assessment UKCP02

COSHH UKCP16

Reporting of Accidents & Incidents UKSP016

Hanson driving policy UKCP18

Hanson Drugs and alcohol policy UKCP21

Personal Protective Equipment UKCP30

Hanson Smoking Policy UKCP34

Control of Truckmixer Operations UKCP40

Occupational Health UKCP52

Website Links

Mineral Products Association

www.mineralproducts.org

Mineral Product Association Safequarry Site Web

www.safequarry.com

Road Haulage Association

www.rha.uk.net

Logistics UK

www.logistics.org.uk

Institute of Road Transport Engineers -

www.soe.org.uk/about-soe/represented-sectors/irte

Listing and Guidance on Drug use whilst driving

www.gov.uk/drug-driving-law

Hanson UK Webiste

www.hanson.co.uk

Hanson UK Unite Web Site

<http://unite.grouphc.net/uk/IMS/Pages/default.aspx>

LOGISTICS UK



Driver Details

Date of issue:

Driver's name:

Contact tel mobile:

Contact tel landline:

Company/Employer:

Company tel number:

Next of kin 1

Name:

Address:

Emergency contact number:

Next of kin 2

Name:

Address:

Emergency contact number:

Site Induction Record

Site	Business Plants*	Date	Inductor name and signature

* Business Plants - Aggregates, Asphalt, Cement, Contracting, Concrete, Building Products, Floors and Precast

**If you see anything on our sites
or customer sites that you think
is unsafe, it is okay to Stop and
Report it to us as a Near Hit or
Take One Risk Assessment.**

Hanson UK
One Marlborough Court,
4 Pontylue Way,
Watermead Business Park,
Syston
LE7 1AD

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Issue 3 - February 2022

Driver's Handbook



Acknowledgment

This handbook has been developed by Hanson UK, in collaboration with the Mineral Product Association, as a tool for working drivers to help them understand and manage the risks that they face and create when driving and operating vehicles for work. It will help people make safer choices about the way they drive and behave around vehicles.

This is a guidance document, but using the information given should help you to comply with your statutory duties in respect of safe driving and work practices. The document is not exhaustive and provides information, in no particular order, on the main risks that working drivers may encounter, as part of their everyday working lives in our industry relevant to the type of vehicle that they drive and operate.

All information contained in this document is accurate at the time of publication (April 2016). It is the responsibility of the reader to ensure they update themselves regularly on any changes to Road Traffic or Safety, Health and Welfare at Work legislation relevant to their duties.

More detailed information on general road and workplace health and safety can be found in the appendices at the rear of this document.



Introduction

Driving and operating large goods vehicles (LGVs) is a critical, if often under-recognised, part of the minerals products industry. The industry loads, transports and delivers over 200 million tonnes of materials by road every year and this supply is essential for the development of the UK's infrastructure and built environment.

Driving and operating LGVs is one of the most dangerous activities that people undertake. Every year in the UK many people are killed and seriously injured while driving for work. Sadly there are an unacceptable number of fatal incidents within the industry.

All of these incidents are preventable!

The purpose of the 'Driver's Handbook' is to make LGV drivers aware of the risks that they may face or create while driving and operating vehicles and typically understanding how to manage the risks. The handbook outlines what is required of a driver in terms of his or her, vehicle, journey and driving behaviours. In addition it deals with emergency situations and gives practical advice on what to do to help keep you safe from avoidable harm.

This handbook will help you work with your employer to avoid preventable incidents and injuries to yourself and other people when driving for work. It should be used with your employer's driving for work policies and procedures.

'DON'T TAKE THE RISK - GO HOME SAFE'

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Code of Conduct

Professional Driver

I agree to adopt this code of conduct. I accept that as a professional driver I have responsibilities under both chain of responsibility and Health and Safety (H&S) legislation to maintain my fitness for duty and not accept unsafe practices or breaches of the law. I share the road with other road users to improve community safety.

1. I recognise and accept my obligations as a professional driver.
 - ✓ **DO** - Ensure you conduct yourself in a polite and considerate manner at all times as an ambassador for the industry, your company and Hanson UK
 - ✓ **DO** - Ensure you drive with consideration for all road users and pedestrians
 - ✓ **DO** - Support safety within the workplace
 - ✓ **DO** - Actively support this code and promote it to other drivers
 - ✓ **DO** - Encourage safety on the road
 - ✓ **DO** - Maintain your professional knowledge through Driver Certificate of Professional Competence (DCPC) and recognised industry schemes.
2. I undertake to comply with all road laws, and be considerate of others:
 - ✓ **DO** - Be professional at all times
 - ✓ **DO** - Ensure you're fit for duty – alert, healthy and prepared for the driving task
 - ✓ **DO** - Observe speed limits and seat belt laws
 - ✓ **DO** - Observe working time regulations and 'Rules on Driver's Hours and Tachographs'
 - ✓ **DO** - Observe drug and alcohol laws
 - ✓ **DO** - Leave a safe distance between other vehicles
 - ✓ **DO** - Travel in left lanes unless overtaking
 - ✓ **DO** - Adopt a considerate driving style, reducing noise when operating in a built up area
 - ✓ **DO** - Obey all other laws and operate to 'The Highway Code'.

Code of Conduct

Professional Driver

- 3. I support the introduction of company 'Safe Systems of Work' that include practices and procedures to reduce the risk of injury or death at our own and customer locations.
- 4. I take pride in my vehicle and conduct regular checks to ensure my vehicle and the load remains in a safe condition:
- 5. I understand that driver distraction is a risk and I will reduce this.
 - ✓ **DO** - Avoid using mobile phones, two way radios or other forms of communication whilst the vehicle is moving in accordance with company rules
 - ✓ **DO** - Fully prepare for any journey to avoid being distracted when driving.
- 6. I actively support this code of conduct for the purpose of promoting compliance with laws and promoting safe behaviour, within the workplace and on the road.
- 7. I undertake to actively participate through my Health and Safety representatives and managers to commit to industry codes of conduct, codes of practice and safety guidelines found in this handbook.

Company:

Print Name: Signature:

Date:

Driver Training and Skill Cards

Driver Licenses

All drivers who operate on behalf of Hanson UK must hold the appropriate license and a Driver Qualification Card (DQC) and hauliers must have a robust system in place to check driver's licences at least every 6 months.



- Drivers must have a current license for the class of vehicle being driven
- The license must have an up to date address
- Drivers may be asked to produce their license when operating on Hanson UK sites
- Drivers must present other cards such as Driver's Skills Cards (DSC) on request.

Legal Requirements

The holder of a license must produce it on request to a police officer or traffic examiner. If the license cannot be produced at the time of request, it must be produced to:

- The Police – at a Police Station of the driver's choice within 7 days
- Traffic Examiner – at the Traffic Area Office within 10 days.

Note: It is your responsibility to notify your manager immediately of any endorsements placed on your driving license.

Driver Training and Skill Cards

Training

All operators of crane lorry loaders must have completed industry approved training and been awarded the appropriate certification to operate the lifting equipment. There is a choice of registered bodies that have Health & Safety Executive (HSE) recognition of this training.



Construction Industry Training Board

All courses should be accredited to JAUPT (Joint Approvals Unit for Periodic Training).

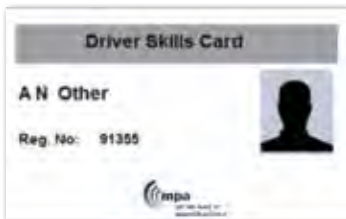


The Association of Lorry Loader Manufacturers and Importers



National Plant Operators Registration Scheme Limited

Driver's Skills Card



Category	Expiry Date
Site Safety Awareness and Behaviour	11/01/2021
Vulnerable Road Users	12/01/2021

Mineral Products Qualifications Council
The authenticity of this card can be verified by telephoning 01559 836755.

All drivers delivering for Hanson UK require a DSC (MPQC or other industry recognised scheme) and must carry this with them and will be asked to provide proof. Drivers should also be trained on VRU (Vulnerable Road Users) and SUD (Safe Urban Driving). Check with your certification scheme for exact course requirements.

The MPQC Driver Skills Card has a hologram and background image, which cannot be reproduced in the above sample for security purposes.

FORS/CLOCS (or equivalent)

Vulnerable Road Users

Hanson UK is committed to improving road safety and are actively involved in many initiatives around the UK to reduce traffic related incidents and improve the image of the industry.

A key part of this is the reduction in incidents involving construction industry vehicles and vulnerable road users.

Who are Vulnerable Road Users?

Vulnerable Road User is a term applied to those most at risk in traffic:

Pedestrians

- More than 60 child pedestrians are killed or seriously injured every week. Children often misjudge the speed and intentions of drivers and are easily distracted
- Nearly half of all pedestrians killed are aged over 60
- Older people may have difficulties in seeing or hearing approaching traffic and may have decreased mobility.

Cyclists

- Around 75% of fatal or serious cyclist accidents occur in urban areas
- Around half of cyclist fatalities occur on rural roads
- 75% happen at/near road junctions or roundabouts
- 80% occur in daylight – but night time incidents are more likely to be fatal
- Almost one quarter of the cyclists killed or injured are children.

Cyclists and large goods vehicles

- Large goods vehicles (LGVs) present a particular danger for cyclists, especially in urban areas where around 20% of cyclist fatalities involve an LGV
- These often occur when an LGV is turning left at a junction
- About one quarter of incidents resulting in serious injury to a cyclist involves an LGV, bus or coach passing too close to the rider.

Motor cyclists

- Motorcyclists represent 1% of traffic yet account for up to 20% of the deaths and serious injuries on our roads
- Motorcyclists are 40 times more likely to be killed than car drivers
- Recent European research reveals that nearly 70% of motorcycle accidents involved a car, lorry or bus and that approximately 55% of accidents occur at junctions
- It is unlikely that in all these cases the motorist failed to look but rather failed to see the motorcyclist.



FORS and CLOCS are examples of current standards that enable a vehicle operator to meet the requirements of delivering to our industry.

CLOCS

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

FORS
FLEET OPERATOR
REGISTRATION SCHEME

Operators: Demonstrate compliance to CLOCS through FORS

FORS is an accreditation scheme delivering safety, environment and efficiency benefits for the 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

FORS (or equivalent)

Fleet Operator Recognition Scheme

An accreditation scheme covering safety, fuel efficiency, emissions and improved road transport operating standards.



CLOCS (or equivalent)

Construction Logistics Cycle Safety

An initiative to improve vulnerable road user safety related to the delivery of construction materials.



Driver's Section

Cab Safety

Seatbelts, Loose Items, Children, Dogs

Whilst driving on a Hanson UK site or on our customer delivery sites, drivers are required to wear a seatbelt **AT ALL TIMES** to minimise the risk of injury in the event of a collision or rollover. It is also good practice to wear your seatbelt on low speed reversing manoeuvres and many companies enforce this however, check with your supervisor for the local rules.

In rollover crashes, injury outcomes to the driver and/or occupants of a truck can be more severe.

Failure to wear a seatbelt increases the risk of being ejected from the vehicle or being 'flung' around the interior of the cab.

- ✓ **DO** - Secure all loose items in the cab to prevent being injured in the event of a collision
- ✓ **DO** - Wear your seatbelt
- ✗ **DON'T** - Allow dogs or any other animal in cabs (or on site)
- ✗ **DON'T** - Allow children in cabs (or on site)
- ✗ **DON'T** - Place objects in main field view of windscreen.



Driver's Behaviour

Planning Ahead

Use a planned system of driving:

The road around you is made up of different zones of visibility. In some areas your view will be good and in others you will only be able to see what is immediately in front of you. Where your view is restricted, use alternate sources of information making the most of any glimpses of 'wider views' that you can get.

On the approach to a hazard where the view is restricted, use every opportunity to get more information about the road ahead.

For example:

- ✓ **DO** - Consider the curvature of a row of trees or lamp posts
- ✓ **DO** - Look for reflections in shop windows
- ✓ **DO** - Check the angle of approaching headlights
- ✓ **DO** - Check the angle of shadows cast by headlights and other lights
- ✓ **DO** - Look for open spaces and breaks in hedges, fences and walls in the approach to a blind junction.

Next time you drive along a familiar route, make a mental note of the opportunities to use additional sources of information.

Driver's Behaviour

Planning Ahead

Acting appropriately

POSITION

✓ **DO** - After giving a signal, take up the correct position on the road. You may need to check your mirrors again before changing course.

SPEED

✓ **DO** - Adjust your speed to the correct level for the hazard by using the brakes or engine braking system.

GEAR

✓ **DO** - Once travelling at the right speed, select the correct gear to negotiate and accelerate away from the hazard.

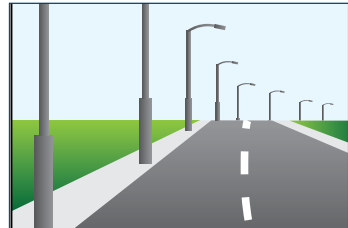
Safer driving means:

- Less injuries and fatalities on our roads
- Less accident damage to vehicles
- Less unproductive downtime for vehicle repair
- Reduced insurance premiums.

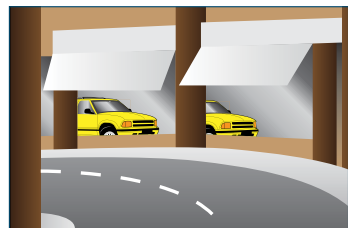
Using fuel more efficiently means:

- Lower costs
- Improved profit margins
- Reduced emissions
- Improved environmental performance.

The curvature of a row of trees or lamp posts



Reflections in shop windows



Driver's Behaviour

Defensive Driving

Defensive Driving is a combination of:

- Knowledge
- Attitudes
- Skills and techniques
- The way you put those skills into practice.

All four elements must be in place if you are going to drive effectively and safely.

Defensive Driving is a set of fundamental principles which, with the correct attitude and sufficient skill, will guide your actions.

A defensive driver learns to:

- Control their vehicle with precision
- Drive with concentration and awareness
- Anticipate the actions of others
- Act appropriately at all times, and
- Leave a comfortable safety margin all around their vehicle – especially to the front.

Use a planned system of driving

GET INFORMATION

✓ **DO** - Look, Assess, Decide.

Observe all around you, using your mirrors to assess the situation behind.

GIVE INFORMATION

✓ **DO** - Mirror, Signal.

Give a signal to other road users. Use of indicators will be the normal method, but consider arm signals, horn and lights. Flashed headlights are often used incorrectly, only flash your lights to let other road users know that you are there.

✗ **DON'T** - Flash your lights to convey any other message or to intimidate other road users.

Driver's Behaviour

Whatever the Weather



Who knows what's round the corner when bad weather strikes.

Before you make your journey . . .

- ✓ **DO** - Make sure the screen wash contains sufficient water and winter additive
- ✓ **DO** - Check that all the lights are in full working order and clean
- ✓ **DO** - Ensure screen and windows are all clear **INSIDE** and **OUT**.

Winter watch

Always be prepared in case you get stuck.

- ✓ **DO** - Keep a fully charged mobile phone
- ✓ **DO** - Keep warm clothing and a blanket
- ✓ **DO** - Carry a Hi-vis jacket
- ✓ **DO** - Carry a working torch
- ✓ **DO** - Carry a spade or shovel
- ✓ **DO** - Know your route and ensure your mobile phone is working, although do not use it whilst driving
- ✓ **DO** - In severe weather always check with your supervisor before attending to your vehicle and prior to making any delivery.

REMEMBER braking distances can be 10 times longer in bad weather –
Keep your distance.

Summer sense

- ✓ **DO** - Drink plenty of fluids on a long journey
- ✓ **DO** - Reduce speed if the sun is directly in front of you reducing your vision
- ✓ **DO** - Wear sunglasses to reduce glare
- ✓ **DO** - Be aware of increased agricultural traffic
- ✓ **DO** - On open roads, ensure you have plenty of fresh air by opening a window
- ✗ **DON'T** - Forget that excess heat can induce drowsiness.

Driver's Behaviour

Driving Conduct

You are our Ambassador!

Your conduct on the road is important. It has a direct impact on public attitudes towards Hanson UK and the Industry. Always drive within the road traffic regulations and the Highway Code.

Watch Your Speed

- ✓ **DO** - Always drive within the speed limits and take care in villages and built up areas.

No Aggressive Driving

- ✗ **DON'T** - Intimidate other road users by driving too close or at excessive speed
- ✗ **DON'T** - Tailgate.

No Convoying

- ✓ **DO** - Leave room for lighter vehicles to overtake without having to pass more than one LGV at once
- ✗ **DON'T** - Run in convoy.

Reduce Noise

- ✓ **DO** - Drive in a manner which minimises noise from engines, bodies and suspensions, particularly in villages and built up areas and especially in the early morning and late at night.

Lane Discipline

- ✓ **DO** - Always keep to the left-hand lane unless overtaking slower vehicles
- ✓ **DO** - Remember to use the mirror, signal and manoeuvre routine before changing lanes
- ✓ **DO** - Remember when driving on the motorway, watch out for any vehicle in the right hand lane moving back into the left, as most vehicles will be travelling faster than you
- ✗ **DON'T** - Use the extreme right-hand lane on a three-lane or four-lane motorway.

Driver's Behaviour

How MYSPACE Works

- ✓ **DO** - ALWAYS carry out one/two minute mental and visual risk assessment, upon arrival at site
- ✓ **DO** - As a driver, imagine a safety zone around your vehicle which you can control – this is your MYSPACE. Then consider:-
 - What do I do inside MYSPACE?
 - What or who can intrude into MYSPACE?
 - How can I get hurt?
 - What do I do about it?
 - What happens when I leave MYSPACE?
 - How can I control low risk areas?
- ✓ **DO** - Consider how you as an individual can manage the risk, and if the risk is too high and it is unsafe for you to deliver, inform your immediate supervisor / contact and await further instruction.
- ✓ **DO** - Report any issues via your Near Hit/Near Miss/Hazard reporting
- ✗ **DON'T** - Ever put yourself or anyone around you at risk.

Mind where you park
You are in charge
See and be seen
Protect others
Access all around
Clean your environment
Escape route



Driver's Behaviour

Driver's Hours

Driving hours are limited in order to keep you and other motorists safe on the road as tiredness and fatigue can reduce your reaction time and impair your judgement.

	Current Rules
Daily driving	9 hours, which can be extended to 10 hours twice a week.
Weekly driving	A maximum of 56 hours.
Fortnightly driving	A maximum of 90 hours in any two consecutive weeks.
Breaks from driving	Total of 45 minutes break to be taken at or before the end of 4.5 hours continuous or cumulative driving. The 45 minute break may be split into two breaks, the first at least 15 minutes long, the second at least 30 minutes long.
Daily rest	11 hours rest in the 24 hours period which begins at the end of the last daily/weekly rest period. May be reduced to a minimum of 9 hours no more than three times between any two weekly rests periods. Reductions do not require compensation.
Split daily rest	Split daily rest can be taken in two periods, the first period being at least 3 hours long and second at least 9 hours long.
Weekly rest	45 hours can be reduced to 24 hours at base or away from base. Reductions must be compensated by the end of the third week following the week of reduction. In any two consecutive weeks a driver must take at least two regular weekly rest periods (of 45 hours each) or one regular weekly rest period and one reduced weekly rest period of at least 24 hours.

Road Transport Directive (WTD) No mobile worker can work actively for more than 6 hours without a break. A break is at least 15 mins in duration. If a duty consists of between 6 and 9 hours of active work then a break/breaks totalling 30 minutes must be taken. If a duty consists of more than 9 hours of active work then breaks totalling 45 minutes must be taken.

Drugs and Alcohol at Work

Hanson UK require employees and contractors to be able to properly perform their duties unimpaired by the effects of drinking alcohol or taking drugs. Hanson UK encourage employee and contractors to come forward for help and support. Hanson UK aim to eliminate alcohol and drug misuse in the workplace by increasing employees' and contractors' awareness of its dangers.

- ✓ **DO** - Promote a culture in which alcohol and drug misuse is discouraged
- ✓ **DO** - Ensure that employees' or contractors' use of either alcohol or drugs does not impair the safe and efficient running of the organisation, or result in risks to the health and safety of themselves, colleagues, customers and the general public
- ✓ **DO** - Be aware that in the event of an individual failing an alcohol or drugs test, or refusing to take a test, the individual will be permanently excluded from site. The contractor could be deemed in breach of their contract
- ✓ **DO** - Be aware that Hanson UK managers have the right to prohibit any person or activity on site should they suspect alcohol or drug misuse even if they are unable to instigate testing
- ✓ **DO** - Use the employee assistance programme or speak to your manager or HR team.
Tel: 0800 716017



Drugs and Alcohol at Work

Alcohol

✗ DON'T - Drink alcohol or be under the influence of alcohol at work

Remember that drinks the night before can still be in your system putting you over the limit. Where there are local rules in force governing the limit of alcohol that are stricter than those contained in the Policy, the local rules shall take precedence

Some delivery sites may have local limits that are below the drink drive limit.

Drugs

✓ DO - Be aware that as a driver prescribed or over the counter medicines may affect your ability to drive. As an employee, that may mean that you need to inform your manager or supervisor

A list of common drugs which can affect your driving can be found via the reference section of this document

✓ DO - Complete a drug test if you are asked by Hanson UK to do so

✓ DO - Ask for the Company Policy if you wish to learn more about the Hanson UK stance on drugs and alcohol.

✗ DON'T - Consume substances of any kind (including legal highs or prescription drugs) that may impair your ability to drive either on site, in company vehicles or before coming onto site

✗ DON'T - Offer drugs or medication to colleagues.

Smoking at Work

Hanson UK operate in compliance with the Health Act 2006, which requires no smoking in enclosed public places. Smoking is also prohibited in all commercial workplaces which includes the cabs of lorries. We have a legal and moral duty to protect the health of our employees and others and where we can, to encourage those smokers who wish to do so to kick the habit.

- ✓ **DO** - Smoke in authorised zones only. If you are visiting a site, make yourself aware of the designated smoking zones as soon as you arrive
- ✓ **DO** - Try to give up. The NHS Smoking Helpline is free on 0800 169 0169 or visit www.gosmokefree.co.uk, or ask your local GP
- ✓ **DO** - Ensure you put the residues into a proper container once you have finished
- ✓ **DO** - Remember that Hanson UK regard e-cigarettes in the same way as normal cigarettes so the same rules apply but try and separate yourself from tobacco users
- ✓ **DO** - Ensure that your cab has a no smoking sticker displayed.

- ✗ **DON'T** - Smoke in work places. Work places includes the cab of your vehicle, mobile plant, vans, company cars and pool cars even if you are the only occupant. Breaking this rule may result in disciplinary action or exclusion from site for a visitor or contractor, as it is our responsibility to ensure the health of all of our employees
- ✗ **DON'T** - Smoke in vehicles including company cars, pool cars, mobile plant, lorries, vans, even if you are the only driver. This is on the basis that other employees may use the vehicle from time to time
- ✗ **DON'T** - Smoke next to fuels, flammable gases or vehicles unloading such materials.



Eligibility to Drive

Eyesight Checks

You **MUST** be able to read a vehicle number plate, in good daylight, from a distance of 20 metres (or 20.5 metres where the old style number plate is used). If you need to wear glasses (or contact lenses) to do this, you **MUST** wear them at all times while driving. The police have the power to require a driver to undertake an eyesight test.

It is recommended that you get your eyesight checked at least annually (6 monthly if a member of FORs or equivalent scheme) to ensure capability to drive legally. FORs require drivers to pass eye sight checks at 25m.



Fitness and Health

Staying fit and healthy is important to maintain a good quality of life as well as ensuring that you are fit to drive and carry out your job. If you have any health conditions that affect your driving you must advise your employer and inform the DVLA immediately. Failure to do so may lead to your license being revoked by the Traffic Commissioner.

- ✓ **DO** - Schedule set times for food
- ✓ **DO** - Schedule in a daily exercise plan
- ✓ **DO** - Opt for healthier food options and maintain healthy meal sizes
- ✓ **DO** - Snack to a schedule on healthy options such as fruit, nuts or protein bars
- ✓ **DO** - Consume plenty of water and ensure it is always available in your cab
- ✓ **DO** - Regularly wash your hands, especially before eating
- ✓ **DO** - Get plenty of rest. The amount of rest is mandated by your working time directives but ensure you are using this time to recuperate
- ✓ **DO** - Replace lost vitamins, preferably by eating fruit and vegetables but alternatively through a course of vitamin supplements
- ✓ **DO** - Keep your mind active. Listen to audio books, learn a new language or try different music genres in order to stimulate your mind and alleviate boredom
- ✓ **DO** - Stay connected with home by catching up with family on your breaks or sharing experiences with family
- ✓ **DO** - Be aware that some sites may require a fitness to work certificate to demonstrate compliance with specific local site procedures
- ✗ **DON'T** - Eat or drink whilst driving.

In Cab Safety

Mobile Phones – Guidance

Using a mobile phone whilst driving (even with hands free or bluetooth) increases the risk of having an accident. Ideally avoid their use entirely whilst driving (some members or sites prohibit their use). If this is not the company policy, consider the following:

- ✓ **DO** - Use hands-free phones to receive calls when travelling on the public highway where permitted
- ✓ **DO** - Keep any necessary conversations to a minimum and only continue them as long as it remains safe
- ✓ **DO** - Check that you are in an appropriate safe and secure area when using mobile phones when out of the vehicle
- ✗ **DON'T** - Use hand-held phones or other electronic devices whilst driving
- ✗ **DON'T** - Use phones on Hanson UK or customer sites unless the vehicle is stationary
- ✗ **DON'T** - Use mobile phones or two way radios in Hanson UK production and loading areas.



In Cab Safety

Satellite Navigation Systems and Electronics

Satellite Navigation Systems

- ✓ **DO** - Program these before the journey begins
- ✓ **DO** - Position them out of reach as they should not be physically adjusted during the journey
- ✗ **DON'T** - Mute them as this might encourage you to take your eyes off the road ahead
- ✗ **DON'T** - Allow the device to obscure your main line of sight .

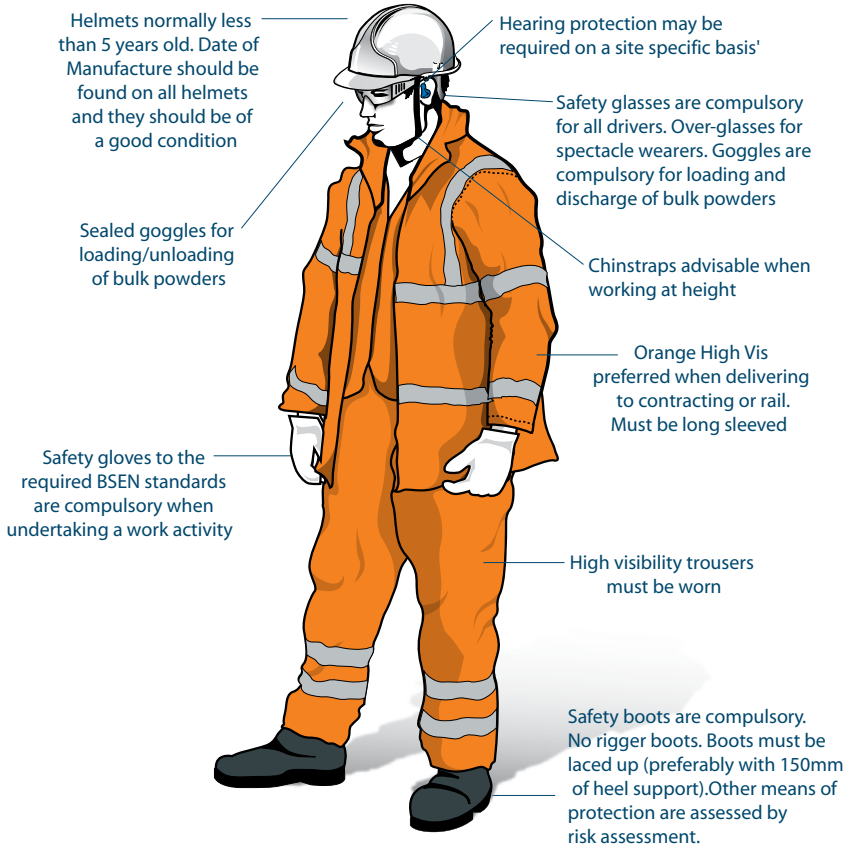
Other Electronic Devices (iPod or equivalent)

- ✓ **DO** - Set up any entertainment system e.g. a cd or iPod to the vehicles radio system before you begin your journey
- ✓ **DO** - Position them out of reach as they should not be adjusted during the journey
- ✗ **DON'T** - Use ear pieces under any circumstances
- ✗ **DON'T** - Allow the device to obscure your main line of sight.



PPE for all Driver's

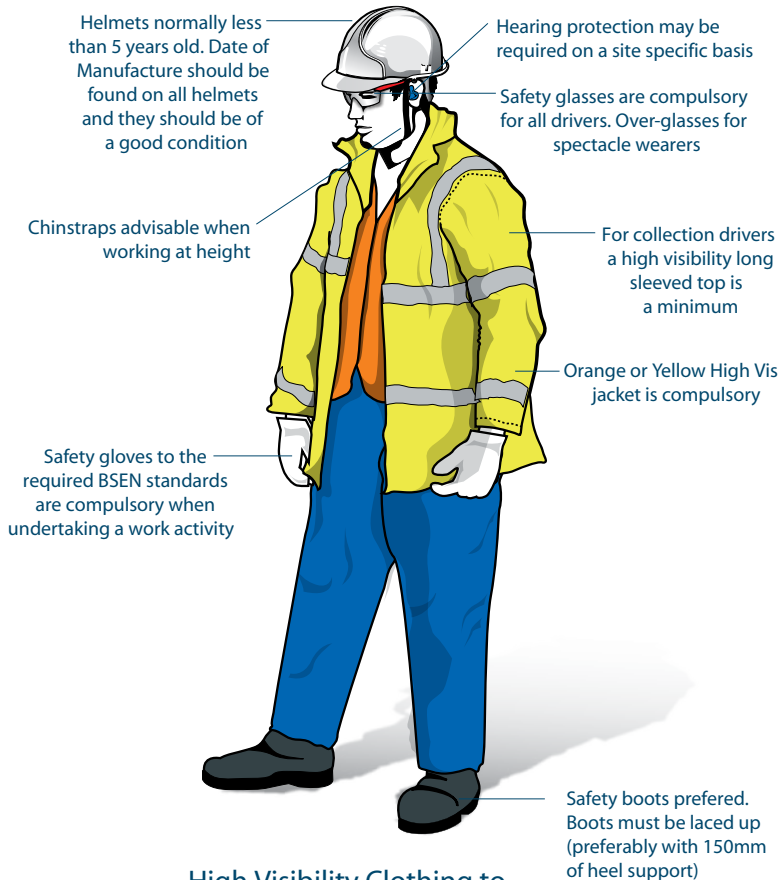
Delivery Drivers



High Visibility Clothing to EN471 Class 3 - High Speed Roads

FOR DELIVERY OR COLLECT DRIVERS WITHOUT

Collect Drivers



High Visibility Clothing to
EN471 Class 2 MINIMUM Class 3 preferred

APPROPRIATE PPE REFER TO LOCAL SITE RULES

Speed Campaigns

Speeding Facts

- Every year, almost 3,500 people are killed or seriously injured in crashes on UK roads where speed was a factor
- The risk of death is approximately 4 times higher when a pedestrian is hit at 40mph than at 30mph
- Speed is one of the main factors in fatal road accidents
- More than half of UK drivers admit to driving too close to the vehicle in front on motorways and not maintaining the minimum braking distance
- We ask everyone who regularly see drivers on sites to help to reinforce the site rules, such as speed limits and challenge drivers where necessary. This is not just lorry drivers, but also includes forklift trucks, loading shovels and other mobile plant. Please react appropriately if you are challenged. It is only because people care for your safety.



Speed Limits

Hanson UK sites have standard speed limit rules, which are always indicated at the entrance, and are also briefed to drivers during the Site Induction Process.



Hanson UK also expect drivers to comply with public highway and UK regulations, and for drivers to adhere to site specific rules when on customer sites.

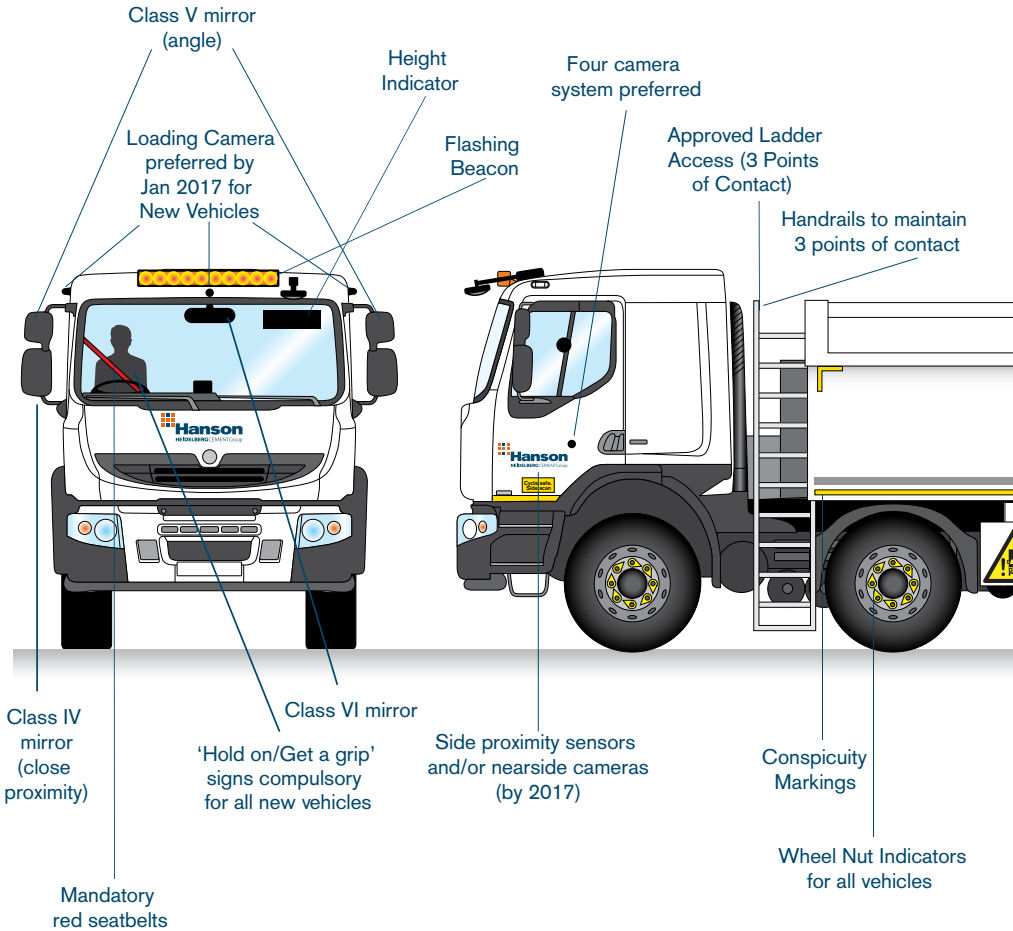
	Built up area (street lit)	Single Carriageways	Dual Carriageways	Motorways
Type of vehicle	mph	mph	mph	mph
Cars and motorcycles (including car-derived vans up to 2 tonnes maximum laden weight)	30	60	70	70
Cars towing caravans or trailers (inc. car-derived vans and motorcycles)	30	50	60	60
Buses, coaches (not exceeding 12 metres in length)	30	50	60	70
Goods vehicles/vans not exceeding 7.5 tonnes maximum laden weight	30	50	60	70*
Goods vehicles (exceeding 7.5 tonnes maximum laden weight) in England and Wales	30	50	60	60
Goods Vehicles (exceeding 7.5 tonnes maximum laden weight in Scotland)	30	40	50	60

*60mph if articulated or towing a trailer



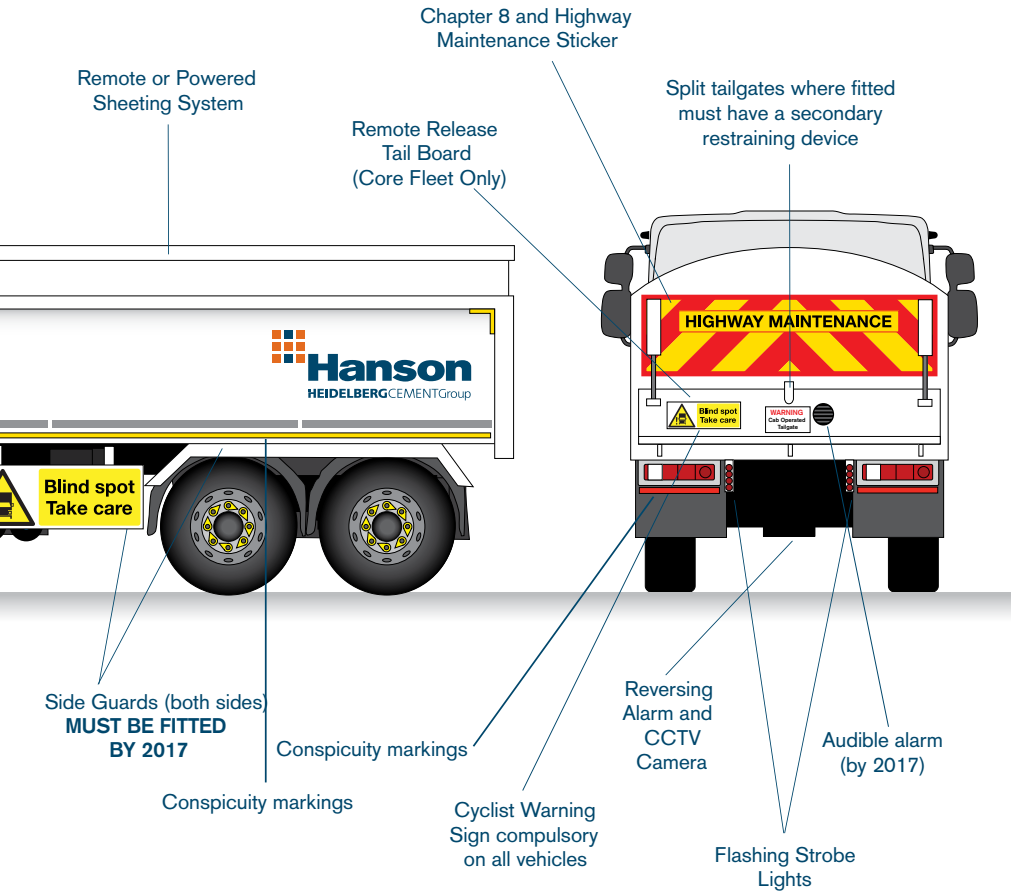
Vehicles Section

Common standard for Aggregate and Asphalt Tipper Vehicles



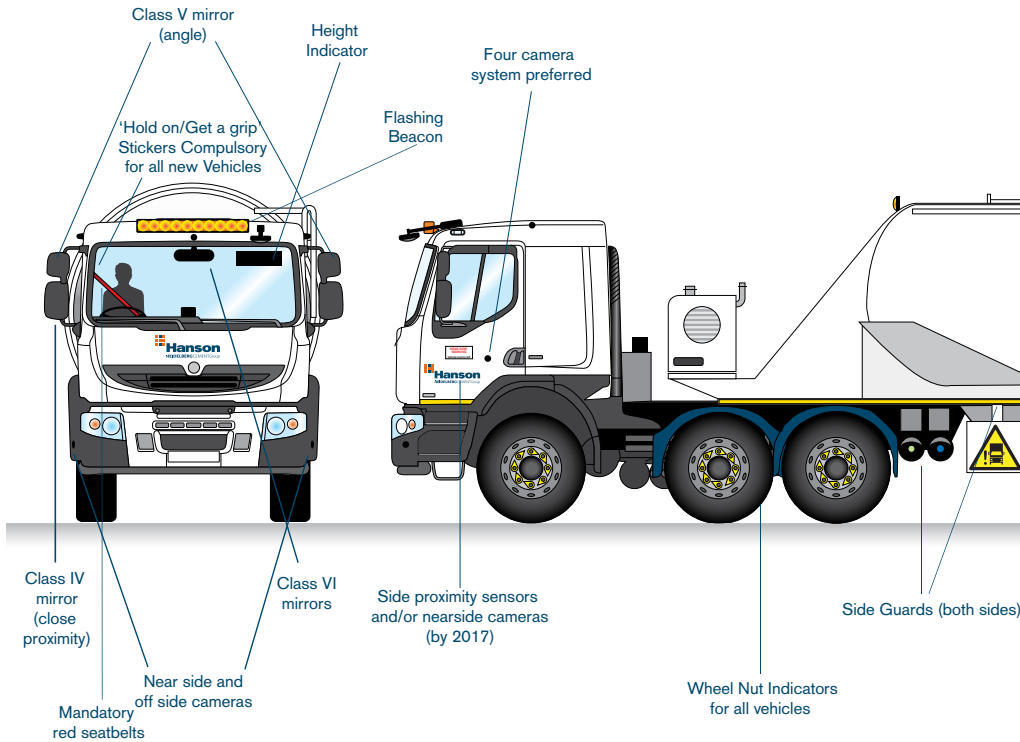
ALL DELIVERY VEHICLES WILL BE CLOCS

Common standard for Aggregate and Asphalt Tipper Vehicles



COMPLIANT OR EQUIVALENT - DECEMBER 2017

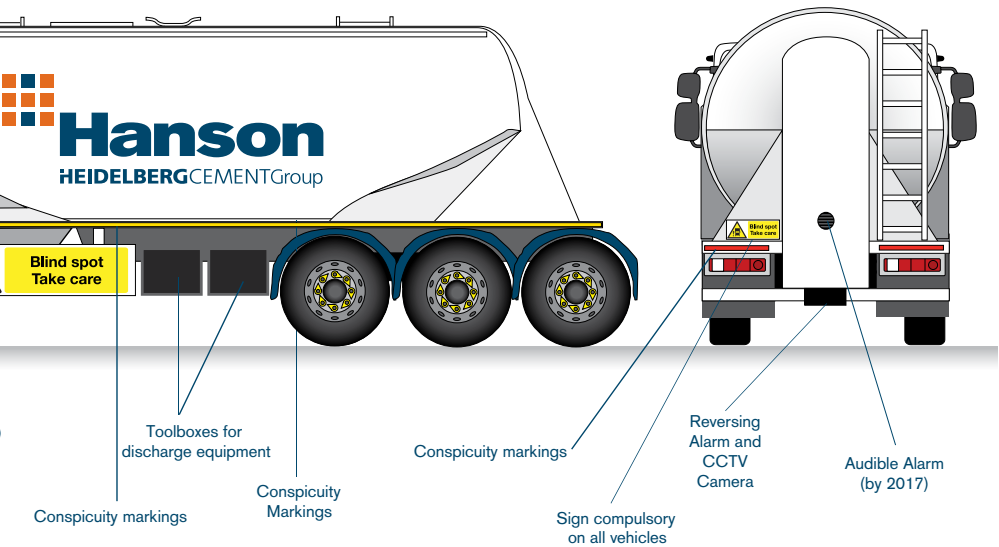
Common Standard for Bulk Powder Vehicles



ALL DELIVERY VEHICLES WILL BE CLOCS

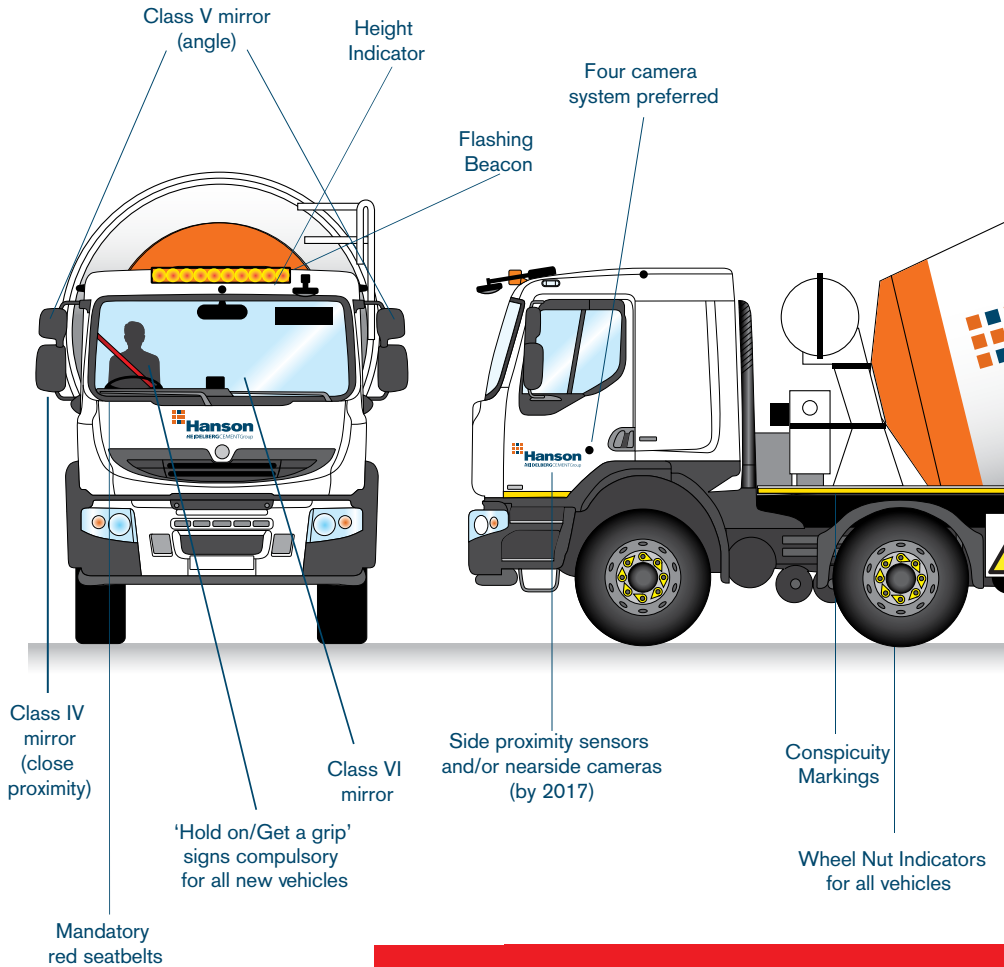
Common Standard for Bulk Powder Vehicles

Bulk powder tank should be tested for integrity by a 3rd party

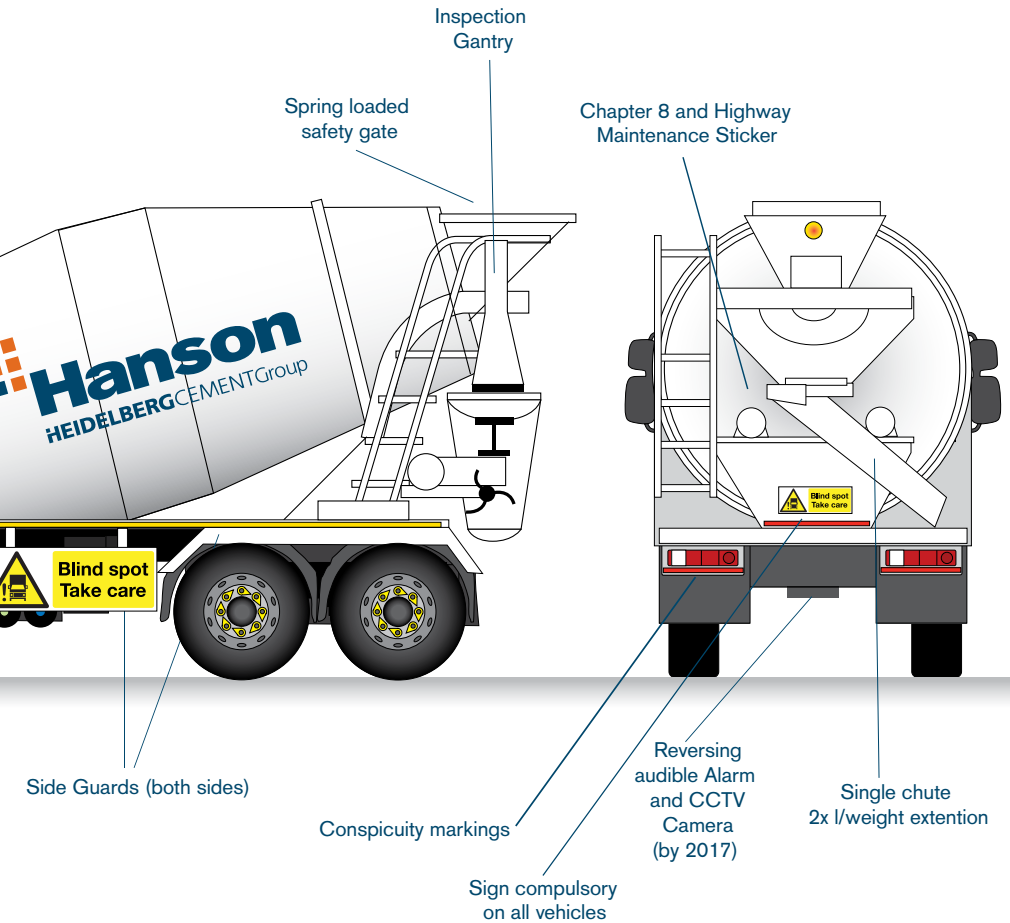


COMPLIANT OR EQUIVALENT - DECEMBER 2017

Common Standard for Mixers



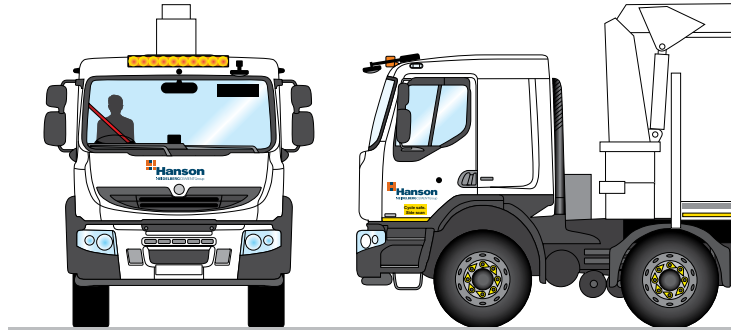
ALL DELIVERY VEHICLES WILL BE CLOCS



COMPLIANT OR EQUIVALENT - DECEMBER 2017

Common Standards for Flatbed, Crane and Curtain Sided Vehicles

Crane Lorries



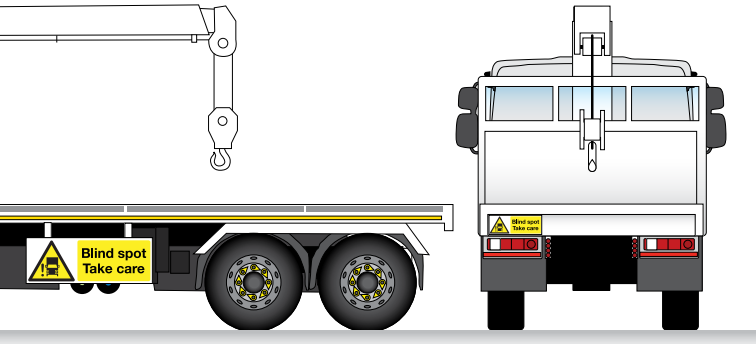
Curtain Siders



LOLER requires lifting equipment to be thoroughly examined by a competent person:

- Before first use, unless the equipment is accompanied by a declaration of conformity made not more than 12 months previously. This declaration of conformity being for the completed equipment and not just for the loader
- Following the repair or replacement of a structural component
- When a change of chassis takes place
- When removed and refitted to the original chassis.

Common Standards for Flatbed, Crane and Curtain Sided Vehicles



Periodic thorough examinations are also required:

- In the case of lifting equipment for lifting persons, or a lifting accessory (e.g. slings, chains, grabs, buckets etc) at least every 6 months
- In the case of other lifting equipment, at least every 12 months.

BS 7121 Part 2 – Recommendations for periodic testing and thorough examination of loader cranes.

Vehicle Standards

Vehicle Equipment

Minimum requirements:

- ✓ **DO** - For Highways work ensure your vehicle is fitted with a roof-mounted amber warning light bar (comprising at least two independent light sources) or two independent roof-mounted amber warning beacons visible through 360°
- ✓ **DO** - Ensure your vehicle is fitted with blindspot mirrors – Class V (passenger) and Class VI (front)
- ✓ **DO** - Check your rear facing signs for cyclists are present and clean
- ✓ **DO** - Check your reversing hazard lights are functioning before starting any journey
- ✓ **DO** - Check your reversing alarm is functioning before starting any journey
- ✓ **DO** - Ensure your vehicle is fitted with rear CCTV on vehicles exceeding 3.5 tonnes
- ✓ **DO** - Ensure your vehicle is equipped with a highway maintenance sign with 100mm lettering (Aggregate/ Asphalt/ Readymix vehicles).



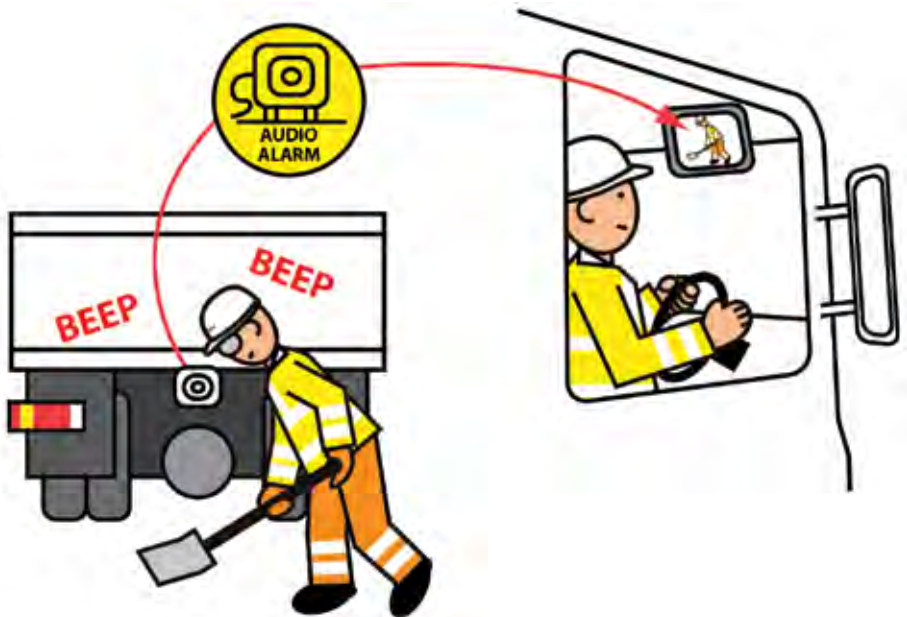
Vehicle Standards

Audible Alarms

Includes reversing and handbrake alarms.

- ✓ **DO** - Ensure audible alarms are fitted to all haulage vehicles
- ✓ **DO** - Check that they come on automatically when reverse gear is selected
- ✓ **DO** - Be aware that handbrake alarms alert the driver that the handbrake is not engaged if they are leaving the cab, and are a safety measure to ensure that vehicles do not roll away unattended.

- ✗ **DON'T** - Permanently override the alarm. There shouldn't be the facility to do this.



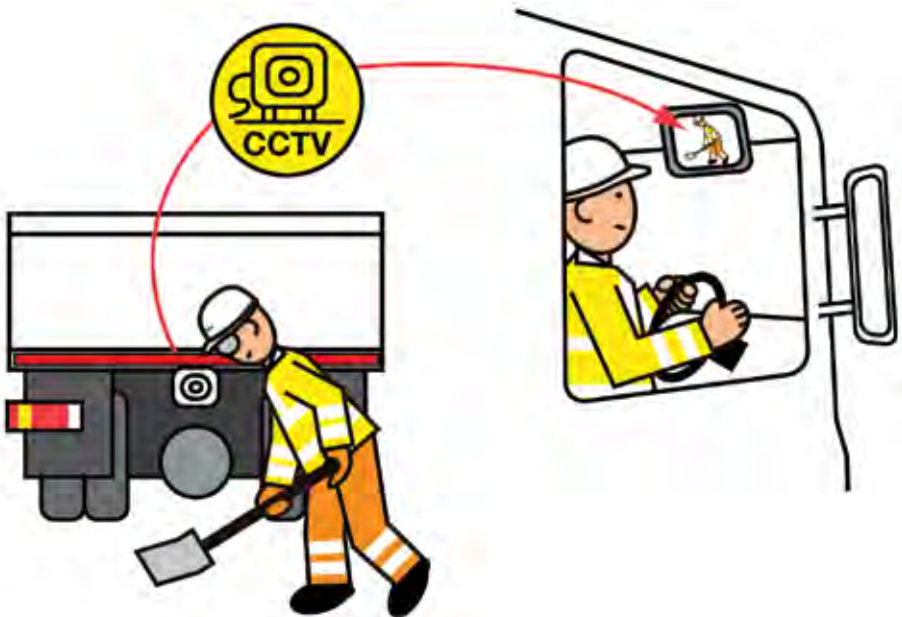
Vehicle Standards

Rear Facing CCTV

- ✓ **DO** - Ensure that the rear facing CCTV is fitted and operational
- ✓ **DO** - Use the reversing camera only as an aid in conjunction with your mirrors. If you are not sure that the area that you are going to reverse into is clear

‘Stop and check’

- ✓ **DO** - Ensure that equipment/lenses are kept clean on a daily basis as part of your daily checks.



Vehicle Standards

Flashing Beacons

Minimum requirements for highways works:

- ✓ **DO** - Ensure you have a roof-mounted amber warning light bar (comprising at least two independent light sources)
- ✓ **DO** - Ensure you have two independent roof-mounted amber warning beacons, visible through 360° if you do not have a single warning light bar
- ✓ **DO** - Fit additional beacons to the rear of the vehicle if the main beacon is likely to be obscured.



Reversing Lights

- ✓ **DO** - Keep your reversing lights clean and operational at all times
- ✗ **DON'T** - Allow your reversing lights to be obscured by folded back mud flaps etc.



Rear Strobe Lights

- ✓ **DO** - Ensure that you have rear strobe lights when access and egress of vehicles in live lanes is required
- ✓ **DO** - Ensure that you use them for any hazardous situation where a vehicle needs to stand out
- ✗ **DON'T** - Allow your rear strobe lights to be obscured by folded back mud flaps etc.



Vehicle Breakdowns

If your vehicle breaks down, think first of other road users.

- ✓ **DO** - Exit vehicle cab on the non traffic side
- ✓ **DO** - Get your vehicle safely off the road if possible
- ✓ **DO** - Warn other traffic by using your hazard warning lights if your vehicle is causing an obstruction
- ✓ **DO** - Stay in a safe location away from the vehicle if it is safe to do so
- ✓ **DO** - Help other road users see you by ensuring you, and any passengers, wear high visibility reflective clothing/work wear
- ✓ **DO** - Put a warning triangle on the road at least 45 metres (147 feet) behind your broken-down vehicle on the same side of the road, or use other permitted warning devices if you have them, if it is safe to do so. Always take great care when placing or retrieving them
- ✓ **DO** - Keep your sidelights on if it is dark or visibility is poor, if it is possible to do so
- ✓ **DO** - Arrange recovery for vehicle specialists
- ✓ **DO** - Keep your sidelights on when it is dark or visibility is poor.

- ✗ **DON'T** - Attempt to use a warning triangle on a motorway or other high speed road
- ✗ **DON'T** - Put yourself or your passengers in danger
- ✗ **DON'T** - Stand (or let anybody else stand) between your vehicle and oncoming traffic
- ✗ **DON'T** - Stand where you will prevent other road users seeing your lights at night or in poor visibility.

Vehicle Inspection

Daily Vehicle Checks

Avoid maintaining vehicles on sites but if required follow the site rules.

It is not enough to rely on a maintenance system alone, because this cannot ensure that vehicles are roadworthy.

It is a drivers responsibility to ensure their vehicle is fit for purpose before carrying out any work.

Prior to commencing work each day carry out a vehicle check. A record of these checks must be maintained and complete either a safe system of work and/or a permit to work.

Any defects that pose a significant safety risk should be reported to the relevant supervisor immediately so that appropriate action can be taken, including parking up a truck where necessary.

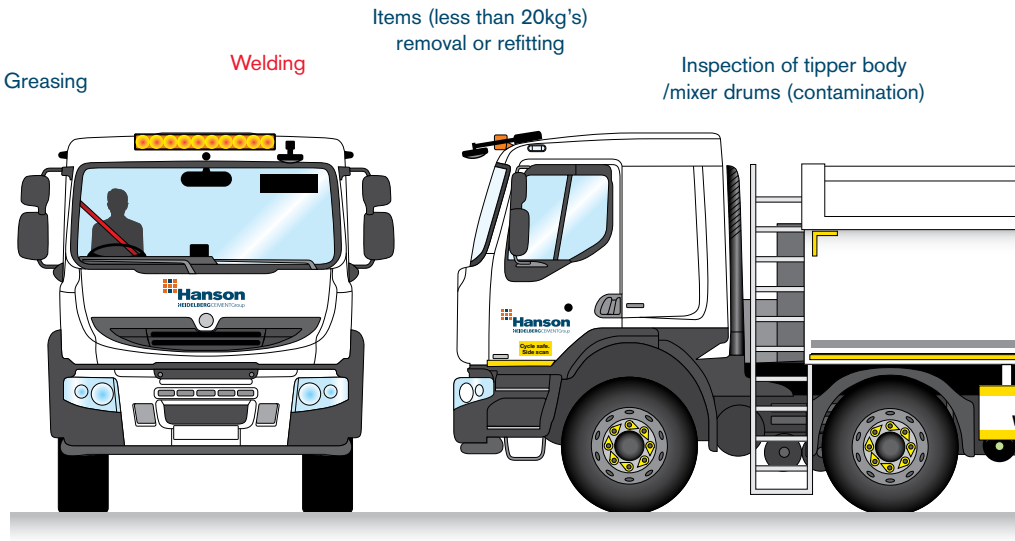
DEFECT REPORT		7155001		VEHICLE REG.	
DRIVER'S NAME		DATE		LOCATION OF ADDRESS	
DAILY CHECK ✓ or ✗ WHEN CHECKED					
FUEL LEAK	<input type="checkbox"/>	TYRES & WHEELS/WIPE	<input type="checkbox"/>	LEAD	<input type="checkbox"/>
OIL AND WATER	<input type="checkbox"/>	TRAP WATER/VEHICLE	<input type="checkbox"/>	ENGINE OIL WORKING	<input type="checkbox"/>
COMMUNICA	<input type="checkbox"/>	SECURITY OF LOAD	<input type="checkbox"/>	DRIVER'S SECURITY*	<input type="checkbox"/>
STORAGE	<input type="checkbox"/>	WINDSHIELD WIPER	<input type="checkbox"/>	DRIVER'S SEAT	<input type="checkbox"/>
SPAREWHEELS	<input type="checkbox"/>	RETRACED	<input type="checkbox"/>	IS THERE A PROTECTIVE RAMP ETC?	<input type="checkbox"/>
HORN	<input type="checkbox"/>	DAMAGES	<input type="checkbox"/>	ADD IT IN AND ON FEET	<input type="checkbox"/>
MIRRORS	<input type="checkbox"/>	DEFECTS ON BODY PANELS	<input type="checkbox"/>	RECHECK AND TEST	<input type="checkbox"/>
GLASS AND WINDOW	<input type="checkbox"/>	DRIVER'S SECURITY	<input type="checkbox"/>	ON CHAIR/SEAT	<input type="checkbox"/>
WHEEL	<input type="checkbox"/>	EXCESSIVE BRAKE WEAR	<input type="checkbox"/>	No Defects Within 60 mins	
				Time of Inspection	
<p>RECORD BELOW ANY DEFECTS (WHETHER OR NOT THE VEHICLE DEFECTS OR APPLICABLE CIRCUMSTANCES STAND BY THE DRIVER'S HANDS). VEHICLE IS NOT TO BE USED UNTIL ALL DEFECTS ARE REPAIRED TO THE APPROVED STANDARD AND THE ORIGINAL FORM IS RETURNED.</p>					
<p>Driver's Signature: _____</p>					
<p>Inspector's Signature: _____</p>					
<p>Date: _____</p>					

RHA vehicle inspection form

Vehicle Repairs

Avoid maintaining vehicles on sites but if required, follow site rules.

Formal authorisation is required from the local manager before anyone attends any emergency or maintenance repair on site – which must be done by a competent person.



Welding

Items (less than 20kg's)
removal or refitting

Inspection of tipper body
/mixer drums (contamination)

Greasing

Glass replacement

Tightening or adjusting
nuts / bolts (exemption
of wheel nuts)

Electrical work other than
light fittings or bulbs (inc
using booster leads)

Painting (brush or roller only)

KEY

Authority Level A - Allowed on the understanding that the driver is fully trained and competent has carried out a risk assessment wears correct PPE in accordance with site rules.

Authority Level B - Allowed on the understanding that the site manager/supervisor has approved the work subject to the contractor being competent and trained and that all documentation has been completed (over 25kgs, welding, pipe and electrical work other than bulbs).

All service staff should report to the local manager on arrival. In nearly all cases they will require a permit to work.

Ensure your vehicle is parked in an appropriate safe area and that safe systems of work and vehicle isolation are in place, keys removed from ignition whilst service staff are working on vehicle, wheel chocks in place etc.

Heavy item changes (>25kgs but < 200kg) specific items wheels and tyres. Lifting equipment or special processes apply

Vehicle pre use inspection
walk around checks

Vehicle inspection including
below chassis height



Pressure washer use

Removal and refitting of
access panels (access
to fluid levels etc).

Topping up oils
or fluids

Pipework and hoses
(pneumatic, hydraulic,
coolant or lubrication) repair
or replacement

The frequency of such maintenance is defined by the operators license and manufacturer's recommendations.

All tyres must be replaced in a safe area by an authorised tyre provider.

Vehicles - Tailgates

- ✓ **DO** - Keep your fingers and thumbs well clear of back doors and tailgates when open
- ✓ **DO** - Always report any defects with the tailgate, operation of the retaining devices and chutes
- ✓ **DO** - ALWAYS keep unauthorised personnel at a safe distance.

- ✗ **DON'T** - Compromise your safety by allowing defects to go unreported
- ✗ **DON'T** - Allow any unauthorised personnel to operate or access the back door mechanism.



Vehicle - Chutes

- ✓ **DO** - Check that finger guards work as they are intended (40mm gap)
- ✓ **DO** - Keep chutes clean, buildup reduces the gap
- ✓ **DO** - Always wear the correct PPE
- ✓ **DO** - Keep your fingers and thumbs well clear of chute intersections
- ✓ **DO** - Use chute carry handles where fitted
- ✓ **DO** - Keep unauthorised personnel at a safe distance
- ✓ **DO** - Report problems with chutes and chute attachments.

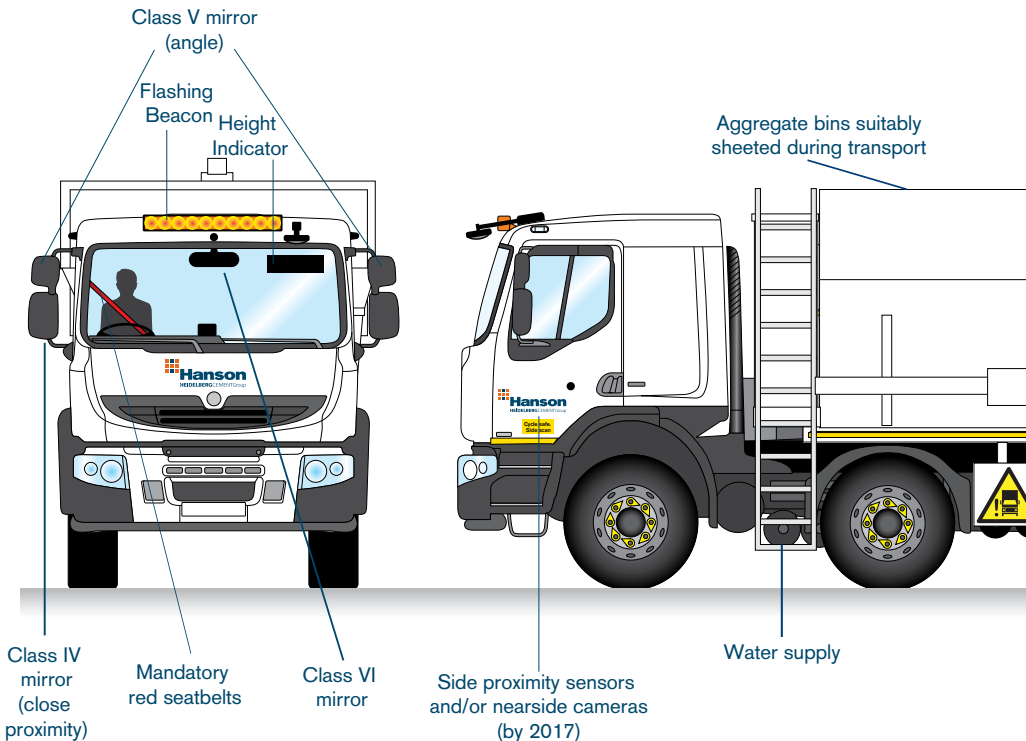


Volumetric Trucks

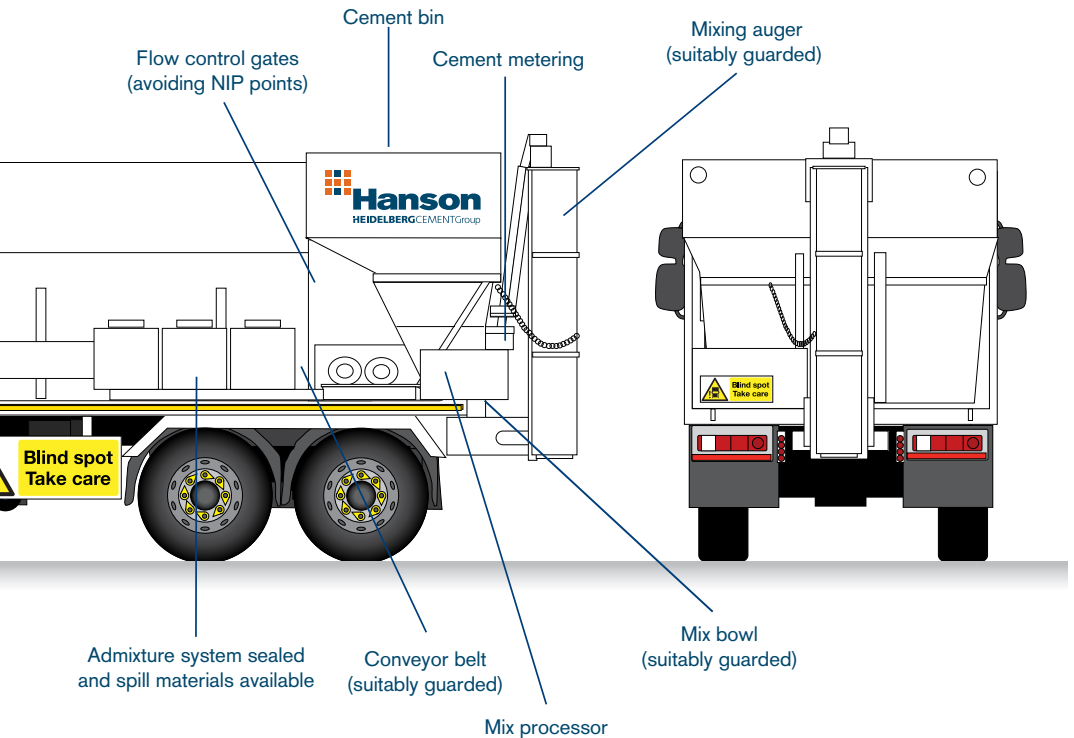
Volumetric concrete mixers (also known as volumetric mobile mixer and metered concrete truck) are trucks that contain all the constituent materials (aggregates, sands and cement) together with water to be mixed on the truck itself at a job site to make and deliver concrete according to the amount needed.

The mixing device measures raw materials using volume rather than weight. The volumetric mixer blends the concrete mixture using an auger or a paddle to mix the ingredients with water.

All operators of these vehicles are encouraged to ensure they conform to the highest standards in terms of the safety features on the vehicle and the training required for the driver's to ensure a safe delivery and the operation of the vehicles. We believe that these vehicles should also be operated in accordance with LGV regulations and driver's hours and working time rules.

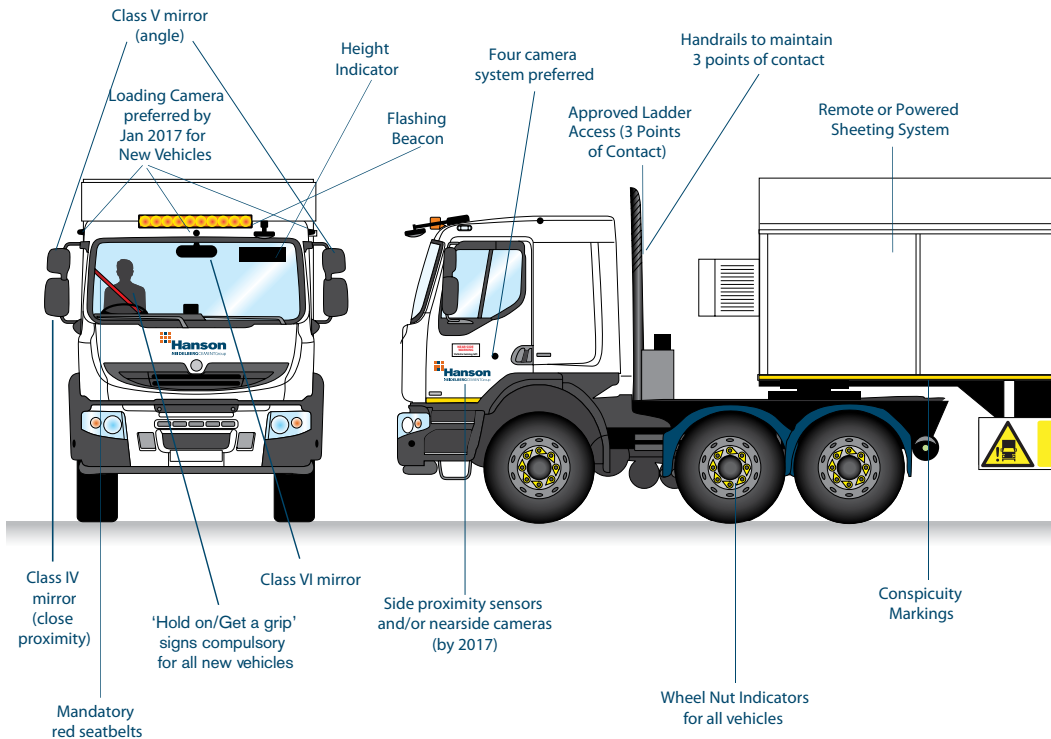


In an auger type mixer, the material and water travels up the Archimedes' screw. Auger lengths can vary from about 5-feet to 15-feet, and vary in diameter and RPM. This type may be portable, but the length of the auger is a limiting factor. A paddle mixer blends the concrete mix using a rotational motion and is used to blend finer gravels and sand, as in mortar. The majority of drum mixers are mounted on trailers. These drums usually have a mixing capacity of between 1-yard and 1.75 yards (0.76m³ and 1.34m³) per batch. A paddle mixer tumbles the mixture in a folding motion using curved fins and paddles. This is the most common type of volumetric mixing. Paddle mixers usually mix in smaller batches directly on the job site.



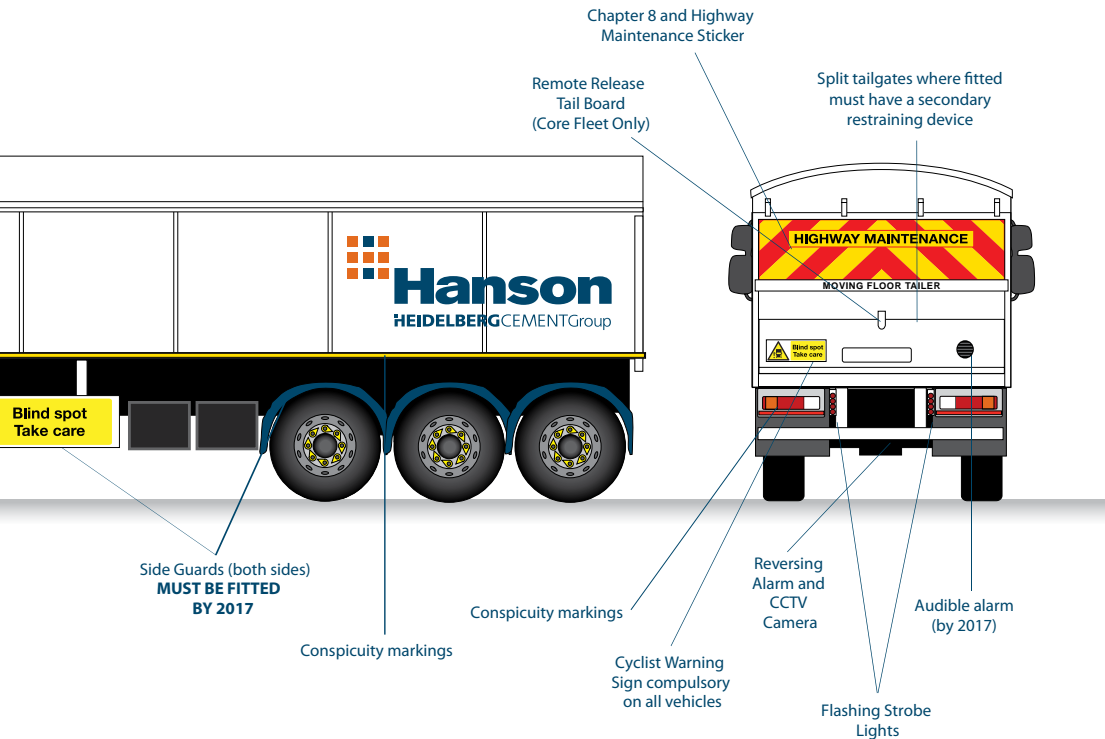
Walking Floors

A walking floor trailer offers a number of benefits compared to standard truck bodies. It can prove to be an efficient solution for loading and unloading loose quarried materials without requiring any additional equipment. Walking floor trailers, a type of ejector trailer, hydraulically operated are also well suited to accommodating loads and enabling them to be removed from the load space without requiring the body to be raised avoiding all the hazards associated with



overhead cables and also reducing any likelihood of the vehicle overturning whilst tipping. Finally the vehicle can access areas where normal tipper vehicles cannot, such as tunnel resurfacing projects.

The vehicle conforms to exactly the same standards as a conventional tipper and a number of operators in Hanson UK have been moving across to this type of vehicle.



Site Operations

Arrival on Site

Site Induction

Inductions are intended to make people aware of the potential hazards on our sites.

- ✓ **DO** - Complete a Site Induction before operating on any of our sites
- ✓ **DO** - Report to site office or weighbridge on arrival to a site
- ✓ **DO** - Wear the appropriate PPE. Details of PPE can be found in this guide
- ✓ **DO** - Observe all traffic management routes including one way systems and speed limits
- ✓ **DO** - Wear seat belts at all times (including when tipping)
- ✓ **DO** - Stay in your cab when tipping or loading
- ✓ **DO** - Be aware of overhead structures
- ✓ **DO** - Lock your vehicle doors, keeping the keys on your person
- ✓ **DO** - Report back to site office or weighbridge once tippers have been tipped
- ✓ **DO** - Use dipped headlights and flashing beacon during poor visibility.

- ✗ **DON'T** - Breach any rules or carry out any unsafe behavior as this may result in your exclusion from site and could lead to disciplinary action or permanent exclusion from all Hanson UKs operations
- ✗ **DON'T** - Use mobile phones or 2 way radios whilst the vehicle is in motion
- ✗ **DON'T** - Tip or unload anywhere other than designated areas
- ✗ **DON'T** - Tip or unload if there are personnel or other vehicles in the area
- ✗ **DON'T** - Move a HIAB Vehicle with them in the raised position
- ✗ **DON'T** - Sheet or unsheet anywhere other than designated areas
- ✗ **DON'T** - Enter the vehicle body unless it is absolutely necessary to do so. Inform personnel outside of the vehicle your intentions and ensure the engine is switched off and the ignition keys removed
- ✗ **DON'T** - Leave vehicles unattended with the engine running.

Arrival on Site

(illustrative example)

- Site Facilities



A place to inspect your vehicle



A place to induct you into our site



Autoloading facilities



Shovels matched to your vehicles



Toilet facilities



Arrival on Site - Site Facilities



Welfare facilities



A place to clean your vehicle



Encouragement to report near misses/hits/hazard observations



First Aid should you need it



Feedback on customer sites

Accident Reporting and Management

All incidents, road traffic or personal injuries, that occur whilst employed by Hanson UK must be reported immediately, to the local management team and Logistics Manager.

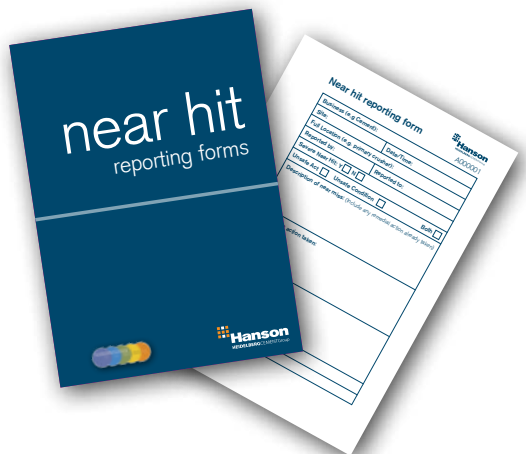
A copy of all local points of contact are displayed on ALL Hanson UK Site Noticeboards.

On Sites Near Hit/Unsafe Conditions

An accident is an unplanned event that results in injury to people, damage to property or the environment.

ALL accidents on Hanson UK sites MUST be reported immediately to the site supervisor. On other customer sites they should be reported to the site management, with a Hanson UK form also completed on return to the plant.

A Near Hit is an incident that has not resulted in any injury or damage but had the potential.



Benefits

Near Hit reporting is an early warning system for Hanson UK identifying that there is a potential for an incident which could result in injury or damage.

Sometimes a fresh pair of eyes can identify a problem which the site have not noticed because they work with it every day.

ALL drivers who work on behalf of Hanson UK should use the NMHA system and submit cards where there is a potential risk.

Customer Sites

Site Risk Assessment



There are various types of processes and forms that encourage drivers to assess site conditions prior to discharging their load.

Drivers are responsible for identifying hazards and reporting to the site managers any issues that could lead to injury either to themselves or the customers employees.

Access and Egress into Vehicle Cabs

All drivers please:

- ✓ **DO** - Maintain three points of contact on steps, grab handles and stairways
 - ✓ **DO** - Keep safety footwear clean at all times
 - ✓ **DO** - Exit your vehicle backwards using three points of contact
 - ✓ **DO** - Ensure the ground onto which you are exiting is safe and clear of debris.
-
- ✗ **DON'T** - Jump from the vehicle
 - ✗ **DON'T** - Carry objects such as mobile phones or other hand-held devices
 - ✗ **DON'T** - Obstruct vehicle steps.



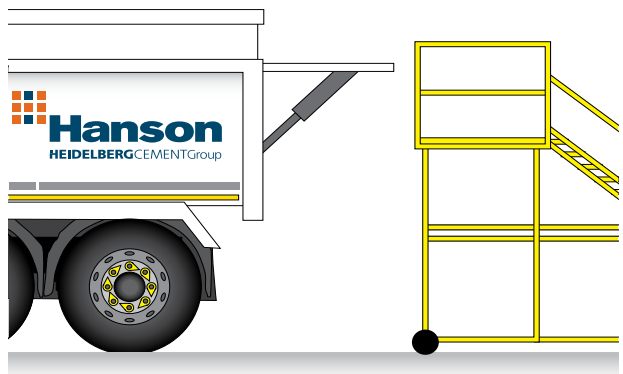
Access and Egress - Tipper Bodies

Working in Confined Spaces

DO NOT ENTER the tipper body until the following conditions have been met:

- ✓ **DO** - Rule out all other options
- ✓ **DO** - Seek permission by the site management
- ✓ **DO** - Ensure that you fully understand the Safe Systems of Work for Access and Egress
- ✓ **DO** - Remove keys from the vehicle so that nothing can move without the drivers knowledge
- ✓ **DO** - Only use authorised ladders and gantries to access the body of the vehicle (tyres, mudguards and fuel tanks are prohibited from being used as foot holds)
- ✓ **DO** - Ensure that the tipper body is fully lowered when gaining access via the tailgate and the tailgate should be suitably secured.

Note: Hauliers should provide safe systems of work for their employees with regards to all activities on our sites.



Sheeting and Un-sheeting

All delivery vehicles must have automated or mechanical sheeting systems capable of being operated from ground level or preferably from inside the cab. For collect vehicles requiring access please ensure you use appropriate site platforms.

Remember:

- ✓ **DO** - Always have one foot behind the other to avoid overbalancing
 - ✓ **DO** - Shelter your vehicles as much as possible in strong winds
 - ✓ **DO** - Avoid skin contact with hot surfaces, e.g. vertical exhausts
 - ✓ **DO** - **STOP and THINK** to avoid slips and trips in wet or icy conditions
 - ✓ **DO** - Ensure your sheets, strap hooks and rings are in good condition.
-
- ✗ **DON'T** - Lean backwards as ropes and straps can break
 - ✗ **DON'T** - Wrap ropes or straps around your hands when pulling the sheet tight.



Access and Egress onto the Back of Vehicles

For Edge Protection Systems

Sites should make adequate provision to ensure that vehicles have facilities available to prevent such incidents.

- ✓ **DO** - Undertake a risk assessment considering all vehicle types that visit the site and the reasons that people may wish to access the vehicle
- ✓ **DO** - Consider measures to prevent falls might include changes to loading practices, provision of split level gantries, overhead fall restraint systems or other temporary access arrangements as required.
- ✗ **DON'T** - Access a vehicle unless there is protection from falls at heights.



Cleaning Out



Driver and Site Supervisor must agree, communicate and ensure the following:

- ✓ **DO** - Ensure both the site and the driver understand the task being undertaken
- ✓ **DO** - Notify relevant staff who may be working in the area
- ✓ **DO** - Only park the vehicle in the designated working area
- ✓ **DO** - Employ a safe system of work
- ✓ **DO** - Ensure the vehicle is safely isolated and cannot be loaded
- ✓ **DO** - Confirm that the task is completed safely.

Safe Systems

- ✓ **DO** - Wear full PPE
- ✓ **DO** - Establish a safe working area
- ✓ **DO** - Maintain three points of contact when climbing in and out of the vehicle
- ✓ **DO** - Check that the purpose built secured ladders are in a good condition
- ✓ **DO** - Use manual handling techniques to reduce risk of strain injury
- ✓ **DO** - Move cleaning tools safely in or out of the vehicle
- ✓ **DO** - Dispose of waste material appropriately.

Equipment

- ✓ **DO** - Ensure the vehicle is parked in a safe level area with handbrake applied
- ✓ **DO** - Remove keys from cab, doors locked, beacons on
- ✓ **DO** - Ensure the vehicle body is in the fully lowered position
- ✓ **DO** - Check that ladders are in good clean condition
- ✓ **DO** - Secure the rear door, opened for access, with a purpose made prop
- ✓ **DO** - Only use tools that are appropriate and in good condition.

Banksman/Observers

Positioning your vehicle to discharge may require reversing with supervision from a site reversing observer. Ensure whoever is supervising exchanges and agrees what signals will be used before you proceed. Drivers must recognise they are always responsible for all activity or actions they take when controlling their vehicle, whether the reversing observer is supporting or not.

When a Banksman is provided, do not reverse until told.

- ✓ **DO** - Remember that it is always the driver's responsibility to make sure that the delivery can be made safely
- ✓ **DO** - Proceed to the signed designated 'Holding Area' and await instruction from the Banksman
- ✓ **DO** - Identify the Banksmen
- ✓ **DO** - Always keep the Banksman in view.
- ✓ **DO** - STOP if you lose sight of the Banksman
- ✓ **DO** - Ensure clear two way communication is maintained at all times.

IF IN DOUBT, STOP!

- ✗ **DON'T** - Reverse unless supervised by a Banksman
- ✗ **DON'T** - take any orders from any other person other than the dedicated Banksman.

In the event of a designated Banksman NOT being present, drivers should minimise, where possible, the need for reverse manoeuvres and take the necessary precautions to minimise risk, including full use of on board camera systems and mirrors.



Chute Work

Chutework Procedure



- ✓ **DO** - Ensure the tailboard of the vehicle has secondary restraint mechanisms such as twistlocks or swordpins fitted
- ✓ **DO** - Demonstrate the operation of chutes to site personnel
- ✓ **DO** - Agree with the Banksman that it is safe to commence tipping
- ✓ **DO** - Ensure the Banksman has taken responsibility for the activity of personnel working at the rear of the vehicle
- ✓ **DO** - Allow the Banksman to instruct you when to begin raising the vehicle body
- ✓ **DO** - Raise the body until the product starts to flow, and then lower slightly
- ✓ **DO** - Use the handlay procedure to clear the remainder of the product behind the chutes at the end of the delivery
- ✓ **DO** - Remain in the cab where this is possible .

- ✗ **DON'T** - Raise the vehicle body without instruction
- ✗ **DON'T** - Allow anyone to be within 5m of the rear of the vehicle when the vehicle body is first raised
- ✗ **DON'T** - Continue if the product fails to flow or if there is an issue with the chutes. The body **MUST** be lowered prior to any investigation being carried out
- ✗ **DON'T** - Allow any person to access the vehicle body
- ✗ **DON'T** - Stand directly behind the vehicle.

Chute Work

Handlay Procedure

- ✓ **DO** - Ensure the tailgate of the vehicle when open, is secured using a secondary restraining device
- ✓ **DO** - Agree with the banksman that it is safe to commence tipping
- ✓ **DO** - Where there is a requirement to move product towards the tailboard, all personnel will observe the 5m exclusion zone to the rear of the vehicle, prior to the body being raised. It is the responsibility of the site receiving the delivery to ensure that the exclusion zone is adhered to
- ✓ **DO** - Raise the vehicle body under the direction of the nominated banksman – only of the sufficient height to move the product. Once the product has moved to the rear of the vehicle body, the body must be lowered, prior to any personnel accessing the material. The tipper body must **NOT** be raised any higher than necessary to get the product to move
- ✓ **DO** - Any requests to deliver outside of these procedures must be risk assessed and approved by the company, the customer, and the driver, prior to delivery taking place.

- ✗ **DON'T** - Allow any person access to the vehicle body.

Delivering into a Streetmaster Bucket/ Bobcat Type Vehicle

If delivering through chutes or as a handlay, the driver of the streetmaster/bobcat receiving the product should observe the required exclusion zones in the same way as any personnel on foot.

Safe Loading and Unloading

- ✓ **DO** - Adhere to any specific loading instructions displayed at any sites
- ✓ **DO** - Ensure that loads are restrained and distributed safely, as well as being within weight limits
- ✓ **DO** - Be aware of product type and free flowing properties (eg dust or clay)
- ✗ **DON'T** - Overload your vehicle even if it is not travelling on the public highway. If a vehicle is found to be overloaded both the driver and company and weighbridge clerk operator could be prosecuted or cautioned. Legislation imposes fines of up to £5,000 for each offence. That means a fine for each overloaded axle plus any overloading on the total weight.

What can I do to prevent my vehicle from being overloaded?

- ✓ **DO** - Know the weights of your vehicle
- ✓ **DO** - Know what you are carrying and weight of the load
- ✓ **DO** - Distribute your load appropriately to avoid overloading axles
- ✓ **DO** - Check the Gross Vehicle Weight before setting out.

If overloaded?

- ✓ **DO** - If you suspect that you may be overloaded, discuss with site personnel immediately to assess using site aids available (CCTV, Gantries etc).

Bulk Powders

- ✓ **DO** - Carry a Valid Pressure System Certificate for Bulk Tankers at all times
- ✓ **DO** - Secure tanker lids by hand – kicking is not acceptable practice
- ✗ **DON'T** - Access to the top of the tanker unless a safe access gantry is available.

Discharging

- ✓ **DO** - Ensure you follow the MYSPLACE principle before, during and after the delivery
- ✓ **DO** - Ensure that all ancillary equipment to be used is clean and serviceable
- ✓ **DO** - Always remain in the immediate vicinity of the vehicle's controls whilst discharging
- ✗ **DON'T** - Engage the PTO whilst the vehicle is in gear
- ✗ **DON'T** - Continue discharging upon silo alarms activation or excessive dusting and seek advice from the site personnel or your Hanson UK contact.



Loading and Tipping Operations

Loading Aggregate / Asphalt

- ✓ **DO** - Ensure that the vehicle body is clean to prevent material contamination prior to loading
- ✓ **DO** - Always remain in the cab.



Tipping Aggregate / Asphalt

- ✓ **DO** - Always ensure that the tailgate is released prior to commencing tipping
 - ✓ **DO** - Ensure the load is trimmed and that no material can fall from the vehicle
 - ✓ **DO** - Ensure the load is evenly distributed both across and along the body
 - ✓ **DO** - Keep hands clear of tailgate trap areas
 - ✓ **DO** - Remain in the cab with the door closed and seat belt on whilst the body is being raised and lowered
 - ✓ **DO** - Be aware of any overhead obstructions, particularly power cables when tipping
 - ✓ **DO** - Refer to the Institute of Road Transport Engineers (IRTE) Guide to Safe Tipping Vehicles, a link to which can be found in the reference section of this document.
-
- ✗ **DON'T** - Begin to tip before checking the ground conditions
 - ✗ **DON'T** - Tip the vehicle unless it is on firm level ground
 - ✗ **DON'T** - Tip anywhere you consider unsafe
 - ✗ **DON'T** - Tip over sheer edges of faces, pits or stockpiles
 - ✗ **DON'T** - Travel with the body raised
 - ✗ **DON'T** - Tandem tip.

Safe Practises for Drivers

Safe Loading of Bulk Powder Tankers

Loading of Bulk Vehicle

- ✓ **DO** - Make yourself totally familiar with vehicle/trailer layout and method of loading before proceeding
- ✓ **DO** - Ensure appropriate safety items are worn
- ✓ **DO** - Check that the information on the loading instruction corresponds to that stated on the silo
- ✓ **DO** - Use the stairway and drop down steps to gain access to the top of the tank
- ✓ **DO** - Use the handrail and take one step at a time when using stairs
- ✓ **DO** - Make yourself familiar with the silo operation, loading procedures and safety requirements before work begins
- ✓ **DO** - Follow all written instructions
- ✓ **DO** - Aim to load from the middle hatch covers where possible
- ✓ **DO** - Ensure that the loading controls are manned at all times
- ✓ **DO** - Clean excess materials from tank using appropriate equipment available upon completion of loading
- ✓ **DO** - Ensure hatch covers and seals are clean and correctly fitted before closing
- ✓ **DO** - Exercise extreme caution when ascending and working on the catwalk or descending from walkways
- ✗ **DON'T** - Load with the engine running or keys in the ignition
- ✗ **DON'T** - Open the hatch cover before the tank is fully depressurised
- ✗ **DON'T** - Open the hatch cover without undoing the clamps on the hinge side of the hatch cover first.



Safe Practises for Drivers

Safe Unloading of Bulk Powder Tankers

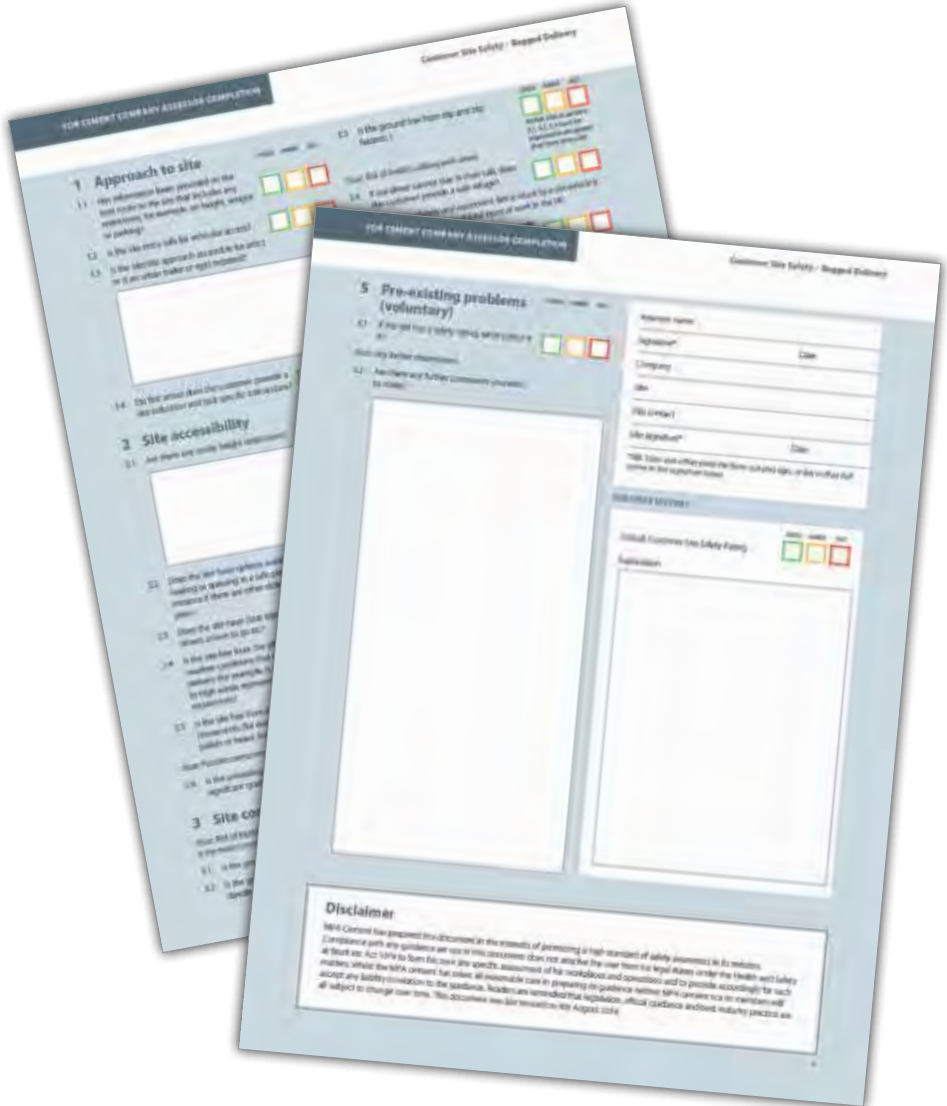
Bulk Discharge - Arrival at Site

1. On arrival at site, hand in delivery note making sure that the customer is aware of the brand and quantity of material.
2. Obtain precise instructions as to the delivery inlet pipe and any keys required.
3. Ask for details of all silo level warning devices fitted, and verify that they work and ask for confirmation that there is sufficient room to safely take the quantity being delivered.
4. Ensure that silo product discs on inlet pipes correspond to product being delivered, if not check. Obtain a signature for authority to discharge into the silo before commencement of discharge.

All drivers should satisfy themselves that site conditions are suitable for discharge and make themselves familiar with Health/Safety, environmental requirements etc. Drivers are not allowed to control traffic and/or pedestrians whilst discharging.

- ✓ **DO** - Park your vehicle in a safe manner for discharging on level ground, ensuring tractor/trailer are in line (if tip tank)
- ✓ **DO** - Seek instructions if you feel that conditions for access or discharge are dangerous
- ✓ **DO** - Beware of overhead electric cables and pylons
- ✓ **DO** - Comply with the health, safety and environmental instructions of the customer site
- ✓ **DO** - Identify and describe every conceivable occurrence that the driver may encounter
- ✗ **DON'T** - Connect your vehicle directly onto a customer hose as the condition of the hose is unknown. A hose belonging to the delivery vehicle shall be fitted between the delivery vehicle and the customer hose
- ✗ **DON'T** - Discharge the tanker if the prevailing wind/weather conditions are not suitable
- ✗ **DON'T** - Continue to work if there is any feature that you are unsure or unhappy about without reassurance from someone in authority.

Loading and Unloading Bulk Powders Site Assessment scheme



Load Security (Curtain Sider, Low Loader, Crane Lorry, Flatbed)

The Road Traffic Act 1991 states:

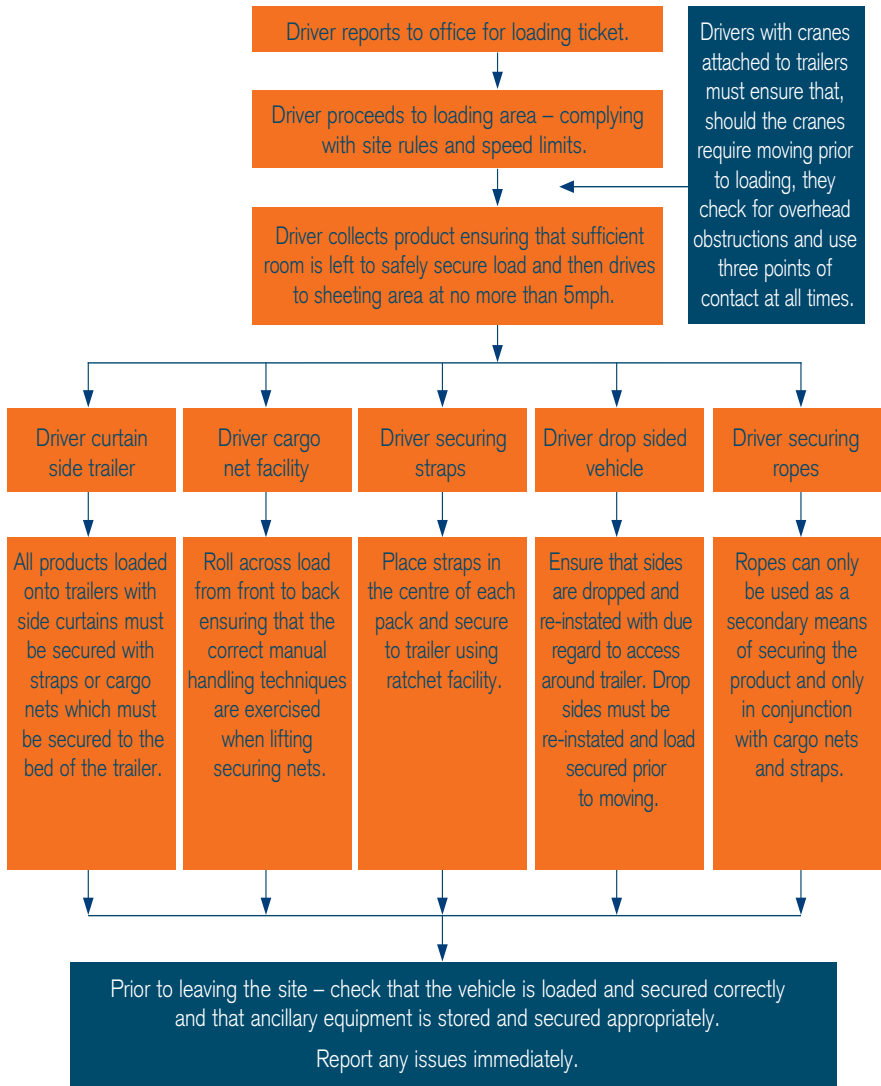
'A person is guilty of using a vehicle in a dangerous condition if he uses, or causes or permits another to use, a motor vehicle or trailer on a road when the purpose for which it is used or the weight position or distribution of its loads, or the manner in which it is secured is such that the use of the motor vehicle or trailer involves a danger of injury to any person'.

- ✓ **DO** - Secure loads so that they do not move relative to the trailer bed during transport
- ✓ **DO** - Be aware that load restraint is not the same as load containment. Some loads may require a combination of both
- ✓ **DO** - Place loads against the trailer headboard if possible. If this is not possible for reasons of weight distribution, the gap to the headboard should be filled or an intermediate bulkhead could be used
- ✓ **DO** - Inspect all equipment used for securing loads for wear or damage
- ✓ **DO** - Pay attention to ensure that there is no visible deterioration due to constant use.

- ✗ **DON'T** - Rely on the curtains and the weather-protection structure of a curtain-sided vehicle for load securing
- ✗ **DON'T** - Rely on friction alone as a method of load securing.



Loading Procedures on Building Products Sites



DVSA - Load Security Enforcement Matrix

		Defect Category		
		1	2	3
Load Type	A	PROHIBIT	PROHIBIT	ADVISE
	B	PROHIBIT	PROHIBIT	ADVISE
	C	PROHIBIT	ADVISE	ADVISE

Category 1
No load securing
>1m gap between front of load and vehicle headboard
Unstable load affecting vehicle stability or likely to topple from vehicle
Severe structural damage to headboard or gaps in headboard that would allow load penetration
Items loaded over height of headboard

Type A
Metal pipes, sheet or bar
Reinforced concrete
Bricks, stone or concrete
Vehicles (including scrap)
Plant machinery
Reels (steel, wire or paper)
Kegs and barrels
Stacked loaded skips
Empty skips stacked > 3 high
Metal castings
Glass
Containers/work cabins

DVSA - Load Security Enforcement Matrix

Defect Category	
Category 2	Category 3
>30cm gap between load and vehicle headboard	Lashings on ropehooks
Unsheeted load in bulk tipper or skip	Minor damage to headboard not affecting structural integrity
Inadequate load securing leading to likely risk of harm	Unsuitable load securing
Unsuitable stacking of load items likely to lead to risk of harm	Poor condition of securing equipment
Height of load likely to affect vehicle stability	Unsuitable vehicle for load

Load Type	
Type B	Type C
Timber	Clothing
FIBCs/bulk powder	Wood chip
Roll cages	Waste paper
Bagged aggregate	Coal bags
Empty skips stacked 3 high	Bulk material (in tipper)
Heavy palletised goods	Packaging material
	Single loaded skips
	Empty skips < 3 high
	Light palletised goods

Contracting Load Securing Operating Procedure

This guidance has been produced based on the recommendations of the DVSA Load securing: vehicle operator guidance published 27 March 2015 and Department for Transport (DfT) Code of Practice: Safety of Loads on Vehicles, Third Edition.

Contractors routinely use Low Loader lorries to transport surfacing plant, including Pavers, JCB 2CX Streetmasters, Rollers and Chipping Machines between different work and maintenance locations. The load securing system used to restrain these items of surfacing plant should be suitable and appropriate for both the load being carried and the vehicle being used.

It is DVSA best practice that the load securing system used is able to restrain:

- 100% of the load weight in a forward direction
- 50% of the load weight in a backward direction
- 50% of the load weight in a left side direction
- 50% of the load weight in a right side direction.

All surfacing plant whether wheeled or tracked, must be secured in position on the carrying vehicle, with the parking brake applied. The effectiveness of the parking brake on its own will be limited by the frictional resistance between the construction plant and the bed of the trailer, and even in normal driving conditions this will be inadequate and additional securing is required.

This additional securing should take the form of lashings secured to anchorage points attached to the trailer chassis AND arrangement whereby the surfacing plant items are prevented from moving either forward or backward by an obstacle (or obstacles) securely fixed to the vehicle or against the wheels, tracks or some other part of the surfacing plant being carried.

Before surfacing plant is moved onto the trailer all loose material that may otherwise come off and obstruct the highway or damage other vehicles must be removed. Particular attention should be given to asphalt on the screed of the paver.



The trailer ramp(s), wheels and tracks of the surfacing plant and the bed of the trailer itself should all be free from oil, grease, ice etc. so that the surfacing plant cannot slip during positioning.

Lashings used to secure the surfacing plant should be in good condition, rated to withstand the forces involved, be inspected daily before use and be subject to insurer schedule checks. Lashings used for forward restraint shall be installed as near to horizontal as possible, and lashings installed to restrain loads in other directions shall never be at an angle of more than 60° to the trailer bed.

Lashings must be protected against abrasion and cutting by the use of corner protectors or protective sleeves.

All movable assemblies such as jibs, brackets, booms and cabs etc. must be left in the position recommended for transportation by the manufacturer and must be in a locked position to prevent movement relative to the main body of the surfacing plant item.

Contracting Load Securing Operating Procedure cont...

When the machine has been positioned on the trailer and the engine stopped, pressure in the hydraulic system should be relieved by moving all of the control levers through all their positions. This operation should be done at least twice. Controls should be set so as to prevent movement of ancillary items during transit.

Bags, tool kits, or other heavy objects should not be left loose in the cab of the surfacing plant being carried.

The driver and loader are responsible for loading the vehicle correctly and must consider other important factors like axle weights limits and vehicle stability. These are the fundamental requirements in making sure vehicles are safe before starting a journey.



Fork Lift Trucks/Mobile Plant

Fork Lift Trucks (FLT) are particularly dangerous in the workplace.

- ✓ **DO** - Be aware of other activities/people in the immediate area at all times
- ✓ **DO** - Always follow site rules and stay well clear of FLT's and mobile plant equipment, remain in your vehicle cab or a physically segregated area
- ✓ **DO** - Always ensure that two way communications is regularly maintained with FLT/Plant operators
- ✓ **DO** - Operate the forklift with the mast in a safe position with the load at a safe height.



Overturns - Vehicle Exclusion Zone Guidance

Tragically, a contractor artic tipper driver delivering on behalf of a MPA member sustained fatal injuries when the cab of his vehicle was crushed by a tipper that overturned.

When making deliveries all drivers should be managing the space around them and maintain an exclusion zone to avoid anyone entering this area.

If you are delivering and have any safety concerns, please advise the site staff and also your Hanson UK contact, and complete a Near Hit form.

- ✓ **DO** - Keep vehicles and people apart
- ✓ **DO** - Ensure people are kept a safe distance from discharging vehicles
- ✓ **DO** - Apply MYSPACE principles



Overturns - Vehicle Exclusion Zone Guidance



Truck Mixer on Highway Stability

- ✓ **DO** - Adjust speed of mixer drum to reflect the slump of the load (stationary for slumps between 20 and 50mm unless on straight road sections).

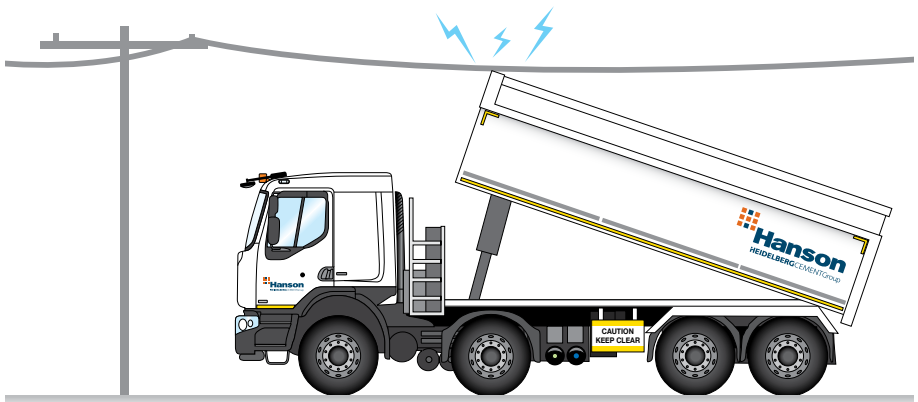
- ✗ **DON'T** - Drive too fast going through bends
- ✗ **DON'T** - Drive too fast on roundabouts or corners
- ✗ **DON'T** - Hit or ride up kerbs
- ✗ **DON'T** - Make sudden or harsh steering inputs
- ✗ **DON'T** - Brake suddenly or harshly
- ✗ **DON'T** - Ignore the camber of the road in relation to stability.

The best way to avoid an overturn is:

- **SAFE SPEED** - Always adopt a cautious speed, and go slow when approaching, entering, driving through or exiting a bend, roundabout or corner. An increase in speed around a corner as little as 3 miles per hour can increase the chance of an overturn by as much as 20%
- **SAFE LOAD** - When transporting 'sticky' concrete, with a slump of 20-50mm, **avoid rotating the drum during travel**
- **SEATBELT** - Always wear your seatbelt, just in case you are involved in an overturn incident – it could save your life.

Overhead Obstructions

- ✓ **DO** - Always look up before tipping
 - ✓ **DO** - Lower your truck body prior to moving off after tipping
 - ✓ **DO** - Apply MYSAPCE principles
 - ✓ **DO** - Always apply Exclusion Zone Rules.
-
- ✗ **DON'T** - Park beneath overhead electricity lines within the limits defined by goalposts or signs.



Overturns - All Vehicles

- ✓ **DO** - Stay in the vehicle wherever possible and wear a seat belt at all times
- ✓ **DO** - Check and maintain your exclusion zone
- ✓ **DO** - Check your axles are all level and not wedged on ledges or material
- ✓ **DO** - Wear your seatbelt when tipping
- ✓ **DO** - Report all near hits and incidents before you leave
- ✓ **DO** - Check your tyres daily
- ✓ **DO** - Obey site tipping procedures
- ✓ **DO** - Check the vehicle is loaded evenly
- ✓ **DO** - Ensure articulated vehicles and trailers are in line
- ✓ **DO** - Check axle weights are compliant before leaving site.



- ✗ **DON'T** - Tip in high winds
- ✗ **DON'T** - Drive off with the vehicle body raised after discharging your load
- ✗ **DON'T** - Walk around your vehicle when the body is raised
- ✗ **DON'T** - Tip if the ground is not firm and level
- ✗ **DON'T** - Tandem tip
- ✗ **DON'T** - Jolt your vehicle forwards to try and move a sticking load. If the load sticks lower your body and seek help
- ✗ **DON'T** - Raise vehicle body near overhead cables
- ✗ **DON'T** - Use appropriate speed round corners when loaded
- ✗ **DON'T** - Drive too close to open trenches and open excavations
- ✗ **DON'T** - Leave the cab until it is safe to do so.



Use of Release Agents

COSHH

(Control of Substances Hazardous to Health)

Every year, workers are made ill by hazardous substances, contracting lung disease such as asthma, cancer and skin disease such as dermatitis.

Myth: 'Of course it's safe – we've always done it this way.'

Reality: Some diseases take years to develop. If exposure is high because the task has always been done that way, maybe it's time for a change.

Safety data sheets

Products you use may be 'dangerous for supply'. If so, they will have a label that has one or more hazard symbols. Some examples are given here.

These products include common substances in everyday use such as paint, bleach, solvent or fillers. When a product is 'dangerous for supply', by law, the supplier must provide you with a safety data sheet.

Since 2009, new international symbols have been gradually replacing the European symbols. Some of them are similar to the European symbols, but there is no single word describing the hazard.

Always make the site aware of hazards and always use the right control measures including wearing necessary Personal Protective Equipment (PPE).

Myth: 'It's natural so it can't be harmful.'

Reality: Natural materials can be harmful. For example, stone or concrete dust can cause lung disease such as silicosis.

Physical Hazards



CORROSIVE



OXIDISING



EXPLOSIVES

Env. Hazards



FLAMMABLE



**GAS UNDER
PRESSURE**



**DANGEROUS
TO
THE ENVIRONMENT**

Health Hazards



CAUTION
- used for less
serious health
hazards like
skin irritation



CORROSIVE



**LONGER TERM
HEALTH HAZARDS
SUCH AS
CARCINOGENICITY**



TOXIC

Release Agents

Asphalt products

You MUST:

- ✓ **DO** - Ensure that only approved release agents are used – diesel, sand and lorry grit are **STRICTLY** forbidden
- ✓ **DO** - Contact your technical department on products that can be used
- ✗ **DON'T** - Use unauthorised release agents which may lead to quality problems with products that require rectification at a later date.





Safe Access and Safe Cleaning of Drums



Stage 1 - External Visual Inspection

This procedure must be followed.

1. **✓ DO -** Review the generic Risk Assessment that is provided by Hanson UK so as to make it site specific. Speak to the Plant Supervisor for a copy of the company's own risk assessment template
2. **✓ DO -** Record any additional risks and take any additional precautions required
3. **✓ DO -** Complete a Risk Assessment and obtain necessary paperwork and authorisation from the plant supervisor
4. **✓ DO -** Park vehicle in a designated area, agreed with the Plant Supervisor
5. **✓ DO -** Switch off the Truckmixer, apply the handbrake remove the keys. The Power Take-Off must be disengaged and drum physically locked off and isolated to prevent any drum rotation
6. **✗ DON'T -** Use loading hopper for access if other hatches are available.
7. **✓ DO -** Use a camera to determine any build up if available on site. If no camera is available to assess any build up within the drum, remove one inspection hatch and complete a thorough visual inspection
8. **✗ DON'T -** Access the drum if there is build up
9. **✓ DO -** Use quick release hatch (strongly recommended).
10. **✓ DO -** Open quick release hatch and install the two dedicated handrails into their side position
11. **✓ DO -** Complete an inspection of the drum via the side hatch platform fitted to the side of the mixer vehicle with three points of contact maintained at all times
12. **✗ DON'T -** Access the drum if the inspection does not determine a clean out.

Stage 2- Drum Clean out Using Non - Powered Tools

Designated Platform Site and quick release hatch “Minimum of three personnel” (Two personnel for clean out with a third person nominated to aid an emergency situation).

This procedure must be followed.

1. **✗ DON'T** - Access the drum without the authority of trained, competent and authorised person who has undertaken specific Truckmixer drum entry training
2. **✓ DO** - Review the generic Risk Assessment that is provided by Hanson UK so as to make it site specific. Speak to the Plant Supervisor for a copy of the company's own risk assessment template
3. **✓ DO** - Record any additional risks and take any additional precautions required
4. **✓ DO** - Complete a Truckmixer entry – “Permit to Work” document. The Plant Supervisor will confirm that appropriate training and controls are followed
5. **✗ DON'T** - Enter the drum unless you have been assessed as fit and well (and have full understanding of the emergency procedures before undertaking the task)
6. **✓ DO** - Park the Truckmixer centrally under the designated Truckmixer platform
7. **✗ DON'T** - Open the Truckmixer platform access hatch until the vehicle is correctly centrally positioned
8. **✓ DO** - Switch off the Truckmixer, apply the handbrake and remove the keys. These should be kept with the person entering the drum. Follow the local sites isolation procedures

Safe Access and Safe Cleaning of Drums cont...

9. ✓ **DO** - Physically lock off the drum to prevent drum rotation
10. ✓ **DO** - Display a "Man in Drum" sign adjacent to the vehicle in a prominent location
11. ✓ **DO** - Remove at least one hatch prior to entry
12. ✗ **DON'T** - Leave an open hatch at the six o'clock position
13. ✓ **DO** - Wear correct PPE
14. ✗ **DON'T** - Allow any more than one person to enter the drum
15. ✗ **DON'T** - Work for longer than is safe to do so. Consider rest periods prior to and during the cleaning task
16. ✓ **DO** - Only ever work with a fully trained "second person"
17. ✓ **DO** - Ensure your "second person" has a telephone or communication device in case of emergency
18. ✓ **DO** - Use portable battery operated lights to aid inspection and additional lights to aid cleaning process as necessary
19. ✓ **DO** - Inspect all hand tools to ensure they are suitable and in good condition
20. ✓ **DO** - Maintain verbal contact at all times by the clean out team
21. ✓ **DO** - Constantly check the material being worked with is not becoming a hazard
22. ✓ **DO** - Reposition the drum to allow the deposit being worked on to be at the bottom of the drum
23. ✗ **DON'T** - Rotate the drum with persons still inside
24. ✓ **DO** - Discard all waste into an area agreed with the plant Supervisor
25. ✓ **DO** - Ensure all documentation is signed off by permit issuer and permit holder to confirm inspection completion.

Stage 3 - Drum Clean out Using Power tools

As stage 2 plus the following controls:

Designated Platform Site and quick release hatch.

1. ✓ **DO** - Ensure you are assisted by a “second person” to aid the clean out if using the quick release hatch. This person will oversee the cleaning operation
2. ✓ **DO** - Ensure that the “third person” is a nominated person who will manage the clean out operation and be in charge of all staff associated with the clean out. This person must remain on site for the duration of the works and will act as an aid / controller in the event of an emergency recovery situation
3. ✓ **DO** - Inspect all power tools prior to use and ensure ear protection is worn if required
4. ✓ **DO** - Be aware of the HAV's Assessment of all power tools
5. ✓ **DO** - Ensure that all airlines have anti whip ties
6. ✓ **DO** - Complete a risk assessment to see if any additional ventilation is required.

Stage 4 – Maintenance and fabrication works within drum

1. ✗ **DON'T** - Burn or weld inside a drum
2. ✗ **DON'T** - Use acid or any chemical classed as hazardous to aid cleaning inside the drum to avoid the problems of burns or inhalation.

Safe Addition of Fibres and Additives

- ✓ **DO** - Add all additives that have to be added by hand to truck mixers via the slump tower
- ✓ **DO** - Wear the correct PPE i.e. safety helmet, gloves, and safety glasses, if adding powders a dust mask minimum standard P3 filters
- ✓ **DO** - Observe manual handling guidance
- ✓ **DO** - Use two persons to ferry additives up steps of slump tower, loading head area or pass material up ladder of truck, where practical, to reduce fatigue. Take extra care with liquids
- ✓ **DO** - Take extra care in adverse weather conditions, i.e. strong winds etc, especially when adding powders
- ✓ **DO** - Dispose of all used bags, containers etc, in the correct designated area to avoid any environmental issues
- ✓ **DO** - Ensure any spillages are to be cleared up immediately, refer to COSHH Manual and assess the hazards of the chemical/substance, and follow emergency procedures.

- ✗ **DON'T** - Carry buckets or bags of materials whilst climbing rear inspection ladder of mixer
- ✗ **DON'T** - Stand on top of slump tower, when vehicle is reversing up to tower
- ✗ **DON'T** - Move the vehicle from slump tower on completion until all personnel are clear of the area.

Safe Addition of Fibres and Additives



Safe Vehicle Cleaning Using Diluted Acid

This guidance describes the procedures to be taken when using, handling or storing acids.

Major Hazards

- Splashes into eyes or onto skin causing chemical burns.
- Exposure to fumes which may cause a feeling of nausea.
- Spillages which may cause danger to others or damage to the environment.

Hydrochloric acid can be used to remove hardened concrete residues. It is a highly corrosive acid. Acid should be no more than 14% but beware concentrated hydrochloric acid may be labeled '30%'.

Safe working practices

- ✓ **DO** - Wear the correct PPE when using hydrochloric acid. This must include acid resistant clothing, wellington boots, impervious gloves and a visor for face/eye protection
- ✓ **DO** - Wash all PPE and equipment once the task has been completed. Return it all to the acid store once cleaned
- ✓ **DO** - Wash all ancillary equipment used, rubber buckets, brushes etc. and place them in the acid store or the safety cabinet
- ✓ **DO** - Only use acid to clean mixers in a designated area, which must be clearly defined on the site plans. In establishing the designated area take the prevailing wind and weather into account so that you can be sure that other people and property are not endangered
- ✓ **DO** - Dilute the acid before use. This should be carried out by adding the acid to the water

Safe Vehicle Cleaning using Diluted Acid

- ✓ **DO** - Ensure that other persons on site are aware of your activities, that they understand the hazards and that they are clear of the working area
- ✓ **DO** - Wash any acid splashed into the eyes or spilled onto the skin with large amounts of water. Seek immediate medical attention
- ✓ **DO** - Keep all containers of hydrochloric acid in a secure, well-ventilated compound under lock and key well away from other stored materials, substances or gases. The store must be clearly labeled as to the contents.

- ✗ **DON'T** - Use hydrochloric acid inside any building. Use is strictly limited to outside only
- ✗ **DON'T** - Add water to the acid
- ✗ **DON'T** - Transport acid in company vehicles.



Addax (or Equivalent Wash System)

To avoid the use of acid there are systems available that deliver the same results. Hanson UK is already using these on some of its sites and has a commitment to eliminating acid over the coming years.

Addax and equivalent wash systems are designed specifically for cleaning Aggregate and Ready-Mix Trucks. It safely removes cement without damaging the equipment and provides a viable replacement for Hydrochloric Acid, improving safety on site. Each system comprises two pressure washers: one applies the concrete remover as foam, the second jet washes off the dissolved concrete. Each pressure washer has an individual 20 metre self-retracting hose giving the operator a comfortable reach. The self-retracting hose reel ensures tidiness reducing trip hazards.

Using Addax and equivalent wash systems makes the cleaning of trucks much quicker therefore reducing the risk of exposure to hazardous fluids.

They are safe to use on a range of surfaces such as plastic, aluminum, rubber etc.

They are biodegradable and can be recycled with grey water.





Reference

BRITISH PRECAST (BP)

A Guide to Load Security (Building Products)

CONCRETE FEDERATION (BPCF)

DRIVER VEHICLE STANDARDS AGENCY (DVSA)

Load Security Enforcement Matrix

MINERAL PRODUCTS ASSOCIATION (MPA)

Driver Safety at Customer Sites – 5th Edition April 2013

Load Security Bulk Bag Driver's Handbook January 2015

QUARRIES NATIONAL JOINT ADVISORY COMMITTEE (QNJAC)

Road Haulage Information Sheet 1 : Point of Delivery Checklist v1

June 2015

ROAD HAULAGE ASSOCIATION (RHA)

RHA Vehicle Inspection Form.

HANSON UK DOCUMENTS

Drugs & Alcohol UKCP21

Smoking UKCP34

Occupational Health UKCP52

Personal Protective Equipment UKCP30

Control of Contractors UKCP01

Risk Assessment UKCP02

Reporting of Accidents & Incidents UKSP016

COSHH UKCP16

Driving UKCP18

Control of Truckmixer Operations UKCP40

Distribution of Goods by Internal & External Transport UKCP59

Website Links

Mineral Products Association

www.mineralproducts.org

Mineral Product Association Safequarry Site Web

www.safequarry.com

Road Haulage Association

www.rha.uk.net

Freight Transport Association

www.fta.co.uk

Institute of Road Transport Engineers -

www.soe.org.uk/about-soe/represented-sectors/irte

Listing and Guidance on Drug use whilst driving

www.gov.uk/drug-driving-law

Hanson UK Webiste

www.hanson.co.uk

Hanson UK Unite Web Site

<http://unite.grouphc.net/uk/IMS/Pages/default.aspx>



Driver Details

Date of issue:

Driver's name:

Contact tel mobile:

Contact tel landline:

Company/Employer:

Company tel number:

Next of kin 1

Name:

Address:

Emergency contact number:

Next of kin 2

Name:

Address:

Emergency contact number:

Receipt of Issue

I acknowledge that I have been issued with the Hanson UK driver guide to health and safety

I understand and acknowledge the content and guidelines enclosed within this booklet and will comply with the requirements at all times

Driver's name:

Driver's signature:

Date:

Manager/Supervisor name:

Manager/Supervisor role:

Manager/Supervisor signature:

*This section to be completed by both driver and manager on issue and then removed from booklet and filed with driver's training personnel file.



**If you see anything on our sites
or customer sites that you think is
unsafe, it is okay to Stop and Report
it to us as a Near Hit or Take a Minute
Save a Lifetime Form.**

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