



THE STANDARD

Produced in association with FORS, the Fleet Operator Recognition Scheme



DIRECT ACTION

Keeping cyclists safe on the roads

[READ MORE](#)



FORS IS FULLY FOCUSED...

... on the van sector with specific training for van operators of any size



DASHCAM DELIGHT

Camera technology is upping the truck safety ante



BUS & COACH BUSINESS

Public transport faces its own particular set of challenges

PLUS: THE LATEST NEWS FROM THE CV SHOW



Commercial vehicle operations & standards | Industry news | Regular features

FORS/CLOCS Compliance Provided By

XVISION

Advanced Safety Systems

Revolutionary New Camera Technology Coming Soon



Protect your vehicles from unnecessary, unwanted and costly repair bills and save time and money on installation costs with the world's most advanced proximity sensor systems.

Our systems are the most cost effective and quickest to fit on the market and all come with a 3 year parts warranty as standard.



Contact us today to find out how you can protect your vehicles and drivers whilst also reducing your running costs significantly.



Xvision - Systems that detect, not distract!

Tel: 0845 2700 862 (option 1)
www.xvisioncommercial.com
 Email: paul.stewart@sccuk.net

SCC Marketing Limited trading as Xvision Advanced Safety Systems Lynthorne House, Swinnow Lane, Intercity Way, Stanningley, Leeds, LS13 4LX

Welcome

A very warm welcome to this, our first issue of *The Standard* – the new magazine from FORS, the Fleet Operator Recognition Scheme. On the occasion of the CV Show 2017, *The Standard* brings you the latest news, views, opinion and comment from the people and organisations at the hub of the commercial vehicle sector, and predominantly those who strive for increased safety, more efficient operations and a cleaner environment for everyone. The title of the magazine is in keeping with the FORS Standard; the definitive reference document that guides FORS members through a progressive accreditation process culminating in FORS Gold membership and the very highest levels of best practice for transport operators. Along with a broad sweep of news from many of the exhibitors at the NEC, *The Standard* looks in depth at operational best practice, including the latest on the Direct Vision Standard, low entry cabs, the costs of overloading and more besides.

And there's a common thread running right through the middle of *The Standard* – safety. Safety for drivers and their vehicles, and safety for vulnerable road users and the public at large. And safety is at the centre of the FORS training initiative, too – made up of FORS Practitioner workshops for managers, driver CPC training, Van Smart courses, eLearning, Toolbox Talks, Safe Urban Driving training courses and practical guides – all presented here at the CV Show under the new FORS Professional banner. *The Standard* describes in detail what it takes to become a safer, more productive and a more environmentally protective transport operator. Drop by Stand 4G78 to find out more.

Enjoy the show.

Matthew Eisenegger



Inside

Tackling driver shortages	4
Cycle skills sessions for London	8
Answering your overloading questions	12
How heavy cargo affects costs	15
Public transport has its own set of problems	16
The rise of internal cab cameras	18
CCTV: an all-round approach to safety	21
Choosing the right van racking	23
Get the lowdown on low-entry cabs	24
Looking to a safer future with FORS	28
Direct Vision Standard plans explained	32
Keeping cyclists safe on the roads	36
How van fleets are being kept mobile	40
A greener road ahead for trucks and vans	46

About us

Management Publisher:
 Matthew Eisenegger

Editorial
 Art Editor: Trevor Gehlcken
 Telephone: 01257 231521
 Email: design@cvdriver.com

Contributors
 Richard Simpson
 John Challen
 Steve Banner
 Brian Weatherley

Editorial Address: Commercial Vehicle Media & Publishing Ltd, 4th Floor 19 Capesthorpe Drive, Eaves Green, Chorley, Lancashire. PR7 3QQ
 Telephone: 01257 231521
 Email: matthew@cvdriver.com

Advertising
 Advertising Sales: David Johns
 Telephone: 01388 517906
 Mobile: 07590 547343
 Email: sales@cvdriver.com

Printing
 MRC Print Consultancy Ltd
 33 Uttoxeter Road, Longton, Stoke-on-Trent, Staffordshire ST3 1NY
 Tel: 07764 951927

Note
 The publisher makes every effort to ensure the magazine's contents are correct. All material published in *The Standard Magazine* is copyright and unauthorised reproduction is forbidden. The Editors and publisher of this magazine give no warranties, guarantees or assurances and make no representations regarding any goods or services advertised in this edition.

The Standard Magazine is published under a licence from Commercial Vehicle Media & Publishing Ltd. All rights in the licensed material belong to Matthew Eisenegger or Commercial Vehicle Media and Publishing Ltd and may not be reproduced whether in whole or in part, without their prior written consent. CV Driver Magazine is a registered trademark.



If you are not going to keep this magazine for future reference please pass it on or recycle it.



FORS – tackling the driver shortage in logistics

The driver shortage in the logistics industry has been a growing issue for a number of years. There has been a considerable lack of new drivers able to replace the growing number of people who leave the sector to pursue other careers or retire.

There has also been a severe decline in those learning at the age of 17, with more and more people choosing to put off learning until later, or not learning at all. As the overall cost of driving goes up, the incentive to learn to drive goes down. This means that there has also been a severe decline in young blood entering the industry due to the lack of any driver's licence.

As online shopping continues with its upward trend, so does the number of parcel deliveries.

Retailers such as Amazon, ASOS and Argos are seeing their online traffic and purchases rise each year and with the orders comes the need to deliver.

Companies such as DPD, Yodel and Hermes are delivering millions of parcels to work and home addresses, but the problem of lack of drivers is putting a bigger strain on courier and parcel delivery companies.

Fewer entrants

But with fewer and fewer entrants looking to seek a career in logistics and haulage, the situation has been exacerbated and it has fallen on the fleet and

logistics industries to try and help find a solution to this ever-growing problem.

FORS, the Fleet Operator Recognition Scheme, has redoubled its efforts in addressing the transport industry's ongoing issue of a shortage of drivers. The latest FORS Standard 4.1, which was released to FORS members in September 2016, now outlines the requirement for Gold members to employ a strategy or plan to encourage new drivers to enter the industry, helping to fill the desperate need.

Time and money

A barrier seen by many is the need to fill safe urban driving training requirements, which can take a significant amount of time and monetary investment. This is where FORS-accredited operators are particularly attractive to potential drivers, as FORS members have access to funded training opportunities as part of their membership.

FORS-accredited companies also demonstrate improved working environments, as they must meet strict health and safety criteria to become accredited. For example, demonstrating that policies and procedures are in place to manage both drivers' hours and total working time.

However, FORS has now specified that companies wishing to become, or be re-accredited as, a Gold member must have a strategy in place to encourage new drivers into the industry. By offering training and creating a career path for young drivers, FORS members can help to encourage a new intake.

With experts estimating a shortage of about 45,000 drivers, the deficit continues to be a recurring problem for the industry over the past decade.

Lack of work experience is seen as a main stumbling block for many looking to recruit new drivers, as those new into the industry are unlikely to have the correct level of driving experience or knowledge required for the job.

New initiatives

This is why a number of operators have taken the initiative to start offering apprenticeships and work experience schemes. This not only helps give young drivers a kick-start in their careers, but it also means that fleet operators can invest in people who will likely be an asset to their company in years to come.

FORS is encouraging members to improve working conditions and take driver welfare seriously.



DAF's XF Silent has been designed to run in night time operations in city areas

Coming soon – quiet equipment: making a better-informed choice

It is well known that delivery noise is an unintended and often unavoidable consequence of doing business.

There are options available to help reduce these disturbances and make deliveries quieter at all times of day by choosing quieter equipment.

Operators may want to buy quieter equipment but don't know where to start.

To help with this, Transport for London (TfL) has produced a

guide that outlines the available quiet equipment and technology with the aim of helping to minimise delivery related noise.

The list has been developed through discussions with industry experts, manufacturers and the Retiming Deliveries Consortium.

The guide includes equipment that covers the entire supply chain operation, whether it's on the vehicle, at the delivery point or for materials handling.

Each item includes a brief product description, pricing and availability to help you decide before purchasing.

Look out for the guide – it will be launched on FORS online very soon.

And remember, the FORS Standard now requires you at G8 to understand how you can reduce noise pollution.

This guide can help you to demonstrate you meet that requirement.

Fines for speeding are set to increase

Speeding fines for the most serious cases in England and Wales will rise by up to 50% after a review of sentencing guidelines for magistrates' courts.

A driver caught doing 41mph in a 20mph zone, or 101mph on a motorway, could be fined 150% of their weekly income.

The Sentencing Council said it wanted to ensure a "clear increase in penalty" as the seriousness of offending increases. It said the changes were not intended to result in significant differences to current

sentencing practice, but to target specific offences.

The current limit for a speeding fine is 100% of the driver's weekly wage, up to £1,000 – or £2,500 if they are caught on a motorway.

When the new guidelines come into force on April 24, magistrates will be able to increase the fine to 150% – although the upper cash limit will stay the same.

In 2015, 166,695 people in England and Wales were sentenced for speeding offences

and 166,216 were fined.

The average fine was £188, but two people were also sent to prison. The Sentencing Council held a consultation with magistrates and criminal justice professionals in 2016.

The feedback was that current guidelines "did not properly take into account the increase in potential harm that can result as speed above the speed limit increases".

As a result, it has increased the penalty to send a clear message.

Fleetcheck has concerns over MoT plans

Concerns over safety mean that vans should be excluded from the Government's new consultation on extending the first MoT to four years.

So believes FleetCheck, one of the UK's leading fleet software and management companies, which is planning to make an official submission to the Department for Transport.

The Government has asked for feedback on various options listed in its consultation, including whether Class 4 and 7 vehicles – all vans up to 3.5 tonnes – should be included in any future change.

Peter Golding, managing director, said: "The argument for extending the first MoT check is that vehicles are now much better made than they were even a few years ago.

"This is true but ignores the punishment that many vans undergo, which tends to be greater than cars.

"On a home delivery fleet, it is not unusual to find a four-year-old van has already covered 200,000 miles, which represents a huge amount of wear and tear placed on a vehicle without an official safety inspection taking place.

"There is data from the DVSA showing that almost half of Class 7 vans fail their MoT at three years, so extending the test to four seems almost reckless.

"By the time a van has covered a six-figure mileage, it is not just wear items like tyres, brakes and bulbs that can be problematic, but major components."

“As the overall cost of driving goes up, the incentive to learn to drive goes down”



Michelin launches Driver CPC training courses

Michelin is launching a series of interactive JAUPT accredited Driver CPC training courses designed to significantly improve HGV and PSV drivers' tyre knowledge and the quality of vehicle walkaround checks.

Held at the Michelin Training Centre in Stoke-on-Trent or onsite at customers' premises, the four half-day workshops were created in collaboration with driver training specialist Junction 17 Defensive Driver Training Ltd, and offer tuition in four key areas: tyre identification, wear and damage patterns, wheel security and tyre maintenance.

Using a combination of in-classroom theoretical learning and hands-on practical experience, delegates can get to grips with tyre construction and spotting unusual tyre damage, to the importance of maintaining accurate tyre pressures, while working towards their periodic training requirements. Each module in the course builds towards a solid understanding of the key components of vehicle walkaround checks.

Carl Williams, from the Michelin Training Centre, says: "We're conscious that some CPC courses aren't very engaging.

"That's why we've developed interactive, hands-on sessions that will get people out of their seats. When you combine that approach with the unparalleled knowledge of the tutors, we believe we have developed a product that will be of real benefit to drivers and managers.

"Walkaround checks are often seen as another tick box exercise and there needs to be an industry-wide shift in perceptions.

"You'd be surprised by how many drivers carry out the daily checks without fully understanding what they're looking for or the implications of poor tyre upkeep.

"After completing our training, drivers will have gained skills that can be applied in their professional lives. Plus, operators will have improved peace of mind that their tyres won't cause an O-licence breach."

Spaces are limited to 20 delegates on the courses, each led by one of Michelin's five full-time instructors, who have all been trained by the Chartered Institute of Personnel Development. For companies wishing to host their own training days, bespoke onsite modules can be arranged.

The Driver CPC courses join a comprehensive portfolio of workshops on offer at the Michelin Training Centre, many with City & Guilds and REACT accreditation.

Courses cover all aspects and roles in the tyre industry, from fitting and technical courses for technicians, through to management training for tyre dealer depot managers and business owners.

Established for more than 25 years, the Michelin Training Centre attracts delegates from across the UK and Ireland. Its fully-equipped premises feature six lecture rooms, workshops and test vehicles to work on, an IT suite, mocked up tyre dealer premises, and video and role-play facilities.



● For further information about the Driver CPC courses or to book a place, contact the Michelin Training Centre on 01782 401 700 or visit: <http://training.michelin.co.uk/>

ABOVE: Carl Williams, of the Michelin Training Centre

Why I joined FORS...

"New customers have come on-board because they recognise the value of the FORS accreditation, and we know that as a Northern Ireland operator, we can travel around the UK and be at a nationally recognised high standard. FORS is more than a route to compliance, it shows dedication to best practice."

Seamus Deighan, owner of Deighan Transport

VISION

Ready for FORS?

Vision UK, the UK's No1 supplier of vehicle vision systems, now offer three system packages specifically designed to meet the requirements of the different FORS levels and CLOCS scheme.

www.vision-uk.co.uk

VISION-UK, 43 Westminster Chambers, Hunter Street, Chester CH1 2HR
Tel: 0800 731 3316 Fax: 0800 731 3317 E-mail: info@vision-uk.co.uk

LICENCE BUREAU

Licence Bureau's compliance managed service checks your employee's driver licence status, entitlement to drive plus much, much more...

- Employee Audit
- Driver Licence Checking
- Risk Excellence Driver Assessment
- Owner Driver Management

✉ sales@licencebureau.co.uk | 💻 licencebureau.co.uk

📞 01442 430 980 | Licence Bureau : FORS Associate

Cycle Skills sessions for drivers working in London

With spring here, why not encourage your employees to get back on their bikes, while also gaining the skills and confidence needed to cycle smarter with a free 1-2-1 Cycle Skills session available to all those who work in London. Qualified instructors will assess the ability level of participants and cover what's right for them. Beginners will start in quiet areas and experienced riders will look at more complex roads and junctions.

• If your organisation is based in London and you would like to find out more about this free scheme, please email Transport for London on BusinessEngagement@TfL.gov.uk quoting 'Cycle Training BET1' or call 08456 046 597



FORS welcomes 600th individual Practitioner

FORS has recognised Mohamed Abdurahim, Logistics Support Manager at Bywaters (Leyton) Ltd, as its 600th FORS Practitioner.

The FORS Practitioner course comprises a series of nine workshops designed to provide a thorough grounding in best practice for commercial vehicle operators, supported by the latest industry developments.

Covering crucial topics for transport, health and safety, and logistics managers, such as developing road transport policy, safe and efficient fleet management, and monitoring and measuring road fleet

performance, delegates can attend one or all of the nine workshops and in any order.

All workshops must be completed to gain FORS Practitioner status.

Bywaters, one of the UK's leading recycling and resource management companies, is also a FORS Gold member.

Mohamed is the second individual in the company to achieve FORS Practitioner status and, having already rolled out Safe Urban Driving courses to staff, Bywaters is also working with its local council training scheme to co-operate on improving road safety.



From left: John Hix, FORS Director, congratulates Mohamed Abdurahim, Logistics Support Manager, Bywaters, with Mick Kemp, Head of FORS Training

Why I joined FORS....

"As our fleet grew, we quickly realised we have an obligation to other road users and the best way to demonstrate that is to achieve ever higher levels of best practice. We're gunning for FORS Gold now. As well as reducing accidents and incidents, FORS lifts the game, the safety levels and the high standards of operation we aspire to are exemplified by FORS. FORS Gold is now firmly in our sights."

Chris Craggs, CEO McFarlane Telfer

Rethink on road funding urged as maintenance falls short

The UK local road network is in 'terminal decline', with one in six local roads needing to be repaired, or even facing closure in the next five years.

That's the finding of this year's Annual Local Authority Road Maintenance (ALARM) survey, which says the state of the local road network has been hit by the cumulative effect of an ageing network, decades of underfunding, increased traffic and wetter winters.

Now in its 22nd year, the ALARM survey, produced by the Asphalt Industry Alliance (AIA), again finds that local authorities need over £1bn to bring the network up to scratch – a figure that has remained largely unchanged for four years – and the gap between the amount they received this year and the amount they say they need to keep the carriageway

in reasonable order is almost £730m. The research found the number of potholes filled over the last year has dropped again for the second successive year and stands at 1.7 million – one every 19 seconds.

Alan Mackenzie, chairman of the AIA, said: "Almost all journeys begin and end on a local road and we all rely on them every day. They represent an asset worth in excess of £400bn but, at present, less than one per cent of their value is being spent annually on maintenance.

"The most efficient way to deal with our crumbling roads is to fix them properly and stop potholes forming in the first place.

"It is time we had a rethink about the future funding of our roads otherwise we will end up with a network that is just not fit for purpose."

FLEET/WRIGHT

Effective Fleet Management

- Initial Pre-Audit Assessment, Reapproval & Follow-Up preparation
- Silver & Gold progression
- Single & Multiple Operating Centres providing nationwide coverage
- Specialist in Light Commercial & Small Operators



ID:A00228

• Qualified, Approved, Experienced; Compliant.

Keep your Fleet/Wright
www.fleetwright.co.uk



...the driver already knows he's there.

Brigade's range of leading edge safety systems assist both driver and cyclist. Side sensors detect obstacles alongside the vehicle giving an audible signal to the driver, whilst an external speaking alarm warns cyclists and pedestrians of the vehicle's intended left turn. Combined with a camera monitor system including side view camera, vision and awareness in the near side blind spot are greatly improved.

Killing blind spots. Saving lives.



brigade-electronics.com
Call on 01322 420300 or visit your stockist



A-Plant Hire becomes a FORS Champion

A-Plant, the largest plant, tool and equipment hire company in the UK, is the latest company to become a FORS Champion.

Already an existing FORS member, A-Plant will now also be championing the scheme among its suppliers. A-Plant will be writing to each of its transport suppliers to encourage them to become FORS members by the end of 2017, promoting the benefits of the scheme.

A-Plant's Director of Transport Services, Shaun Winstanley, said "As an operator we are well placed to champion the benefits of the scheme and will be encouraging the companies we work with to sign up and get the most from the scheme as we have done."

A-Plant, a FORS member since 2009, was the first company to renew its Whole Fleet Accreditation (WFA) under FORS Standard v4.0. The company currently has 24 sites at Gold Standard, 136 at Silver and 31 at Bronze, with many sites soon to be converted from Silver to Gold status.

"Achieving FORS Gold status demonstrates to our employees that we are investing further in their safety and improving their skill-sets," said Shaun. "The accreditation also assures customers that they are dealing with a professional, trusted company which takes compliance, safety and the environment seriously."

"As we have progressed through the FORS Standard, we



A-Plant's Director of Transport Services, Shaun Winstanley

have trained in excess of 1,100 drivers on Safe Urban Driving courses (SUD) and extended

our own mandatory new employee driver training course to incorporate it," he said.

Scope of accreditation – operating centres

FORS is reminding members that only vehicles based at operating centres declared in the scope of their FORS accreditation are allowed to display the FORS logo ID sticker.

If you are new to FORS or are looking to renew your membership, there are a number of accreditation options available depending on the number of operating centres you have and how they are managed.

Members will need to make sure that the scope of accreditation covers all operating centres that are to be included in FORS.

These options are: single operating centre, multi-

operating centre and whole fleet accreditation.

Single operating centre accreditation (SOCA) is available for members that have only one operating centre accredited or have different policies and procedures at multiple centres. It is important to remember that accreditation can only be claimed for fleets at operating centres that have been declared and audited.

Multi-operating centre accreditation (MOCA) is intended for companies that have numerous operating centres all working to the same company policies and procedures. MOCA auditing is conducted on a ratio basis rather than requiring auditing at each and every centre.

For example, if you run one to three operating centres, each centre will require its own audit. Between four and 15 operating centres, only three centres will be audited each year. For 16 centres or more, 20% will be audited a year.

Fleets can also choose to go through Whole Fleet Accreditation (WFA), which is open to operators with three or more operating centres. Companies looking to gain Whole Fleet Accreditation need to have an established internal transport management quality audit process. Under WFA, FORS will audit the systems employed by the company to conduct the auditing. Once satisfied, FORS will approve the company and its team to do

FORS audits themselves. Under WFA, auditors will undergo witnessed audits and audit reports will be quality checked by FORS.

Claiming or representing FORS accreditation on fleets that do not form part of the declared scope of accreditation could lead to the suspension or termination of FORS membership.

Detailed information can be found in the Routes to Accreditation section of the FORS Rules and Procedures document (page 10).

● If you are unsure about the scope of your accreditation, call the helpline on 0844 809 0944 or email enquiries@fors-online.org.uk

JLD Driver Training Limited

"Getting it right first time"

Specialists in delivering LGV Driver Training and Apprenticeships to the Logistic Sector

Specialist Providers of LGV/HGV Training, Car + Trailer Training, Driver CPC Training, Logistics Apprenticeships, Fork Lift Truck Training, ADR, First Aid and many more short courses.

Using our vast knowledge and many years of experience within the logistics industry, we have driven our business to the forefront of the training industry, becoming the regions premier training company.

Our services include:

- > Apprenticeships
- > LGV training - Rigid (Category C) and Artic (Category C+E)
- > Safe Urban Driver
- > Driver CPC - (PCV and LGV)
- > Car and Trailer Training (Category B+E)
- > Forklift Training
- > ADR Training
- > First Aid/Manual Handling/Health & Safety Courses

For all your logistics training needs

Call: 0845 208 80 81

www.jldlgv.co.uk > info@jldlgv.co.uk



Follow us online:



Get in Touch

01293 535850

info@ridgewaytraining.co.uk

It starts with you

Ridgeway has been supporting many companies in the South East for a long time, with customers proudly displaying their FORS logos on Emails, Letterheads and most importantly of all on their vehicles.

To learn about all of the courses and support available, visit our website today at www.ridgewaytraining.co.uk or contact us via info@ridgewaytraining.co.uk or 01293 535850.



Your Route To FORS...



...Starts Here

Just remember, FORS is there to help you, the industry and the road users too.

Call us today on 01293 535850!

Axtec launches 'Axtec On-Board' at CV Show

New axle load indicator specifically for artics

Axtec, the UK's only specialist supplier of axle weighing systems, has chosen the CV Show to launch its revolutionary aid specifically for artic drivers and operators.

Making its debut at the NEC (Hall 5, stand 5A79), the new Axtec On-Board Axle Load Indicator means that artic operators can now benefit from the same proven Axtec technology as operators of van and LCV rigid fleets, and to keep them running legally.

Axtec On-Board is easy to use, simple to install, and tamper-proof, having no external controls, knobs,

buttons or switches. No settings can be accidentally changed and no driver training is required.

To achieve this simplicity requires the latest technology developed by the Runcorn-based axle weighing specialist.

Using state-of-the-art surface-mounted electronics, Axtec On-Board comes with a crystal-clear colour display with integrated touch-screen. Solid-state electronics enhance reliability in the harsh in-truck environment by eliminating moving parts while running at very low power, utilising only 1.4 watts.

The system can be powered

either by 12V or 24V, without adjustment.

Axtec On-Board helps the environment by helping operators and drivers to run vehicles legally at maximum gross weight, improving efficiency and productivity.

The system comes into its own by assisting operators involved with unloading or loading during a daily work cycle and where inadvertent axle overloading is a very real risk.

Axtec's Managing Director, Keith Gresham says: "We know of the impact that an overloading offence can have on an operator, however inadvertently it was caused.

Vehicles are likely to be issued with a prohibition notice resulting in disruption to customer service, missed deliveries, and often an incurred expense sending out a second vehicle to take on part of the load.

"And even if this does not result in a court case," he says, "it will be notified to the Traffic Commissioner with the consequent risk of a thorough investigation, curtailment of the O-licence or even revocation. Axtec On-Board is a low-cost, simple, accurate and reliable product that can help minimise, if not eliminate, the risk."



- Simple, easy to understand information displayed numerically and graphically
- Optional audible warning
- Automatic recognition of when a trailer is attached
- Highly accurate (to +5%)
- Simple customer calibration
- Tamper-proof with no controls, switches, knobs or buttons
- Quick and easy installation



New weighbridge keeps local hauliers legal

Axtec has installed Northamptonshire's first publicly available 'drive-over' dynamic weighbridge at the Wellingborough Council depot, operated by Wellingborough Norse.

Situated at the Finedon Road Industrial Estate, the new Axtec weighbridge is strategically situated for M1 / A14 traffic and will help local transport companies save hundreds of pounds in overloading fines and 'down time' incurred travelling to out-of-county weighing facilities. The new Axtec weighbridge will incur a cost of £15 to weigh a typical commercial vehicle.

Weighty matters: answering your overloading questions

We put Axtec managing director, Keith Gresham in the hot seat

Q – What exactly are weighbridges for?

A – Safety is the overarching issue at stake here. VW commissioned a report last year, the results of which were shocking. Over half of vans on the UK roads were overloaded. That means three million potentially unsafe vehicles.

The fact that the DVSA stops 10,000 vans a year to find that 93% of them are overloaded underlines VW's findings.

An overweight van or truck adversely affects steering, braking, driveline, suspension and tyres, not to mention its ruinous effect on fuel economy.

That's all beside the point, however – above all, it's

against the law and it's extremely dangerous.

Q – What can be done?

A – There's a dearth of public weighbridges at the moment and there's only a small percentage of operators who install them on site.

The UK needs more of them. There are still some plate weighbridges around, but they're doing little to address the national problem of overloading.

Our Axtec Dynamic system can be stamped as a public weighbridge, meaning operators can offer a service to other local hauliers – and for a fee.

Q – What about the upfront cost of an installation?

A – A Dynamic weighbridge would cost around £16,000 but this should be recouped in three years – and then it's profit. Every week we receive calls from hauliers anxious to weigh their vehicles' axles and not knowing where to go.

Our Runcorn installation generates between £6-£10,000 per year, based on just £6 per vehicle for axle and gross weights. Compare this to other sites that charge up to £20 per vehicle and ours becomes a competitive solution.

The overall savings in wear-and-tear, however, can run into tens-of-thousands of pounds

annually for an average fleet. And of course there's our AIM Scheme to help spread the cost.

Q – Do Dynamic weighbridges offer the best all-round solution?

A – There's a solution to suit different applications.

A Dynamic weighbridge is essential for multi-axle vehicles. However, vans on multi-drop work, for example, might be weighed at the depot, but what happens during the day?

The driver can't possibly know at what point the front axle becomes overloaded.



An overweight van or truck adversely affects steering, braking, driveline, suspension and tyres

Q – Would weighpads be the answer? They're quick, easy, and portable?

A – Weighpads are widely misunderstood. They have an important role to play but

are fairly limited in what they can do. They are best for occasional weighing of two-axle vehicles but need managing correctly. It's essential they're positioned precisely and

used on flat, level ground to optimise accuracy. They are a very useful tool for carrying out surveys or training under supervision, but not really a practical solution for a driver out on the road.

Q – You mentioned multi-drop operations. What's the solution there?

A – Axtec's Axle Load Indicator is the right tool for that job. Fitted to vehicles from 2.0 tonnes and all weight categories above, it provides the driver with instant axle, gross and train weights. From less than £1,000, the vehicle, operator and driver are both protected from overloading.

The cost can be as little as £5 a week over a five-year life.

Q – What other systems are available?

A – Axtec designs and manufactures Dynamic, Static, On-Board and Portable solutions. It's important to get across that we're the only company that specialises exclusively in axle weighing. We're about finding solutions.

Customers might benefit from hiring our equipment to evaluate, but we'll always provide expert advice on the best technical solution. We can provide a full support service.

Q – What about accuracy?

A. Our Dynamic weighbridge can produce results to within 0.5 per cent accuracy and is the most accurate Dynamic weighbridge in the world.

Do you recognise this man?



Perhaps not.

His name is Chris Craggs, CEO at McFarlane Telfer, and he recognises the importance of an efficient, compliant and, above all, a safe fleet of vans.

That's why he's a member of **FORS** – the Fleet Operator Recognition Scheme. And he's also achieved Silver status, meaning that specifiers and contractors want to get to know him better.

Isn't it time you were recognised, too?



Safety, efficiency, environment

www.fors-online.org.uk 08448 09 09 44

News

Heavy loads can cost you dearly

New study shows that fuel consumption rockets when cargo is added

An increase in fuel consumption of more than 20 per cent between an unladen panel van and the same vehicle with 75 per cent of its maximum payload has been recorded by fleet management specialist Arval.

The controlled trials were designed to underline the importance of ensuring that LCVs are only carrying the load needed on any given journey.

A popular SWB panel van was driven in controlled conditions over a 49.1-mile course for the test at 0 per cent, 25 per cent, 50 per cent and 75 per cent of its 1,079kg maximum payload.

The tests were all at the same time of day, an eco-driving style was used and air-conditioning was switched off.

Arval fleet consultant Liam Cresswell said: "Fleet operators know that payload has an impact on fuel consumption but perhaps

are not aware of the degree. These results are marked. A van that is carrying a 75 per cent payload is using a fifth more fuel, which is a considerable cost increase. This has direct operational implications, the most immediate and direct of which is to ensure that your vans are not carrying any weight that isn't needed. This is something that needs to be communicated effectively to drivers. In the medium term, you should also endeavour to raise driver awareness of the payload of their vehicle and how to use it to maximum advantage. Vehicles should be clearly labelled with payload information and education for drivers is very useful.

"It is also worth considering the question of storage systems. Good, modern, lightweight

racking can help to maximise the carrying capacity and payload of a vehicle and generally increase its efficiency in use. Finally, this is an issue that can influence the selection of vehicles.

"A smaller vehicle operating near its payload capacity will always be a more cost-effective transport choice than an underutilised, larger van."

Liam added that even the unladen vehicle in the test had been more than 25 per cent adrift of the manufacturer's official combined MPG figure.

HOW LOADS AFFECT FUEL CONSUMPTION

Payload used	Fuel cons	Increase
0%	35.74	-
25%	33.79	5.4%
50%	30.97	13.3%
75%	28.16	21.2%



STANLEY TRAVEL



“STANLEY TRAVEL HAVE USED TRISCAN'S EQUIPMENT FOR MORE THAN 10 YEARS, AND HAVE ALWAYS BEEN HAPPY WITH THE LEVEL OF SERVICE RECEIVED. OUR RECENT MOVE SEEMED AN IDEAL OPPORTUNITY FOR US TO UPGRADE OUR EQUIPMENT. UNLIKE OUR PREVIOUS PC-BASED SOFTWARE, WHICH COULD ONLY BE ACCESSED BY ONE MEMBER OF STAFF, TRISCAN'S ODYSSEY WORLD ALLOWS US TO VIEW THE SOFTWARE FROM ANY WEB-ENABLED DEVICE, IN REAL-TIME. THIS MEANS WE CAN COLLECT RELIABLE DATA QUICKLY AND ACCURATELY FROM THE PUMP, AND ENSURES THAT FUEL CANNOT BE TAKEN WITHOUT BEING MEASURED AND ACCOUNTED FOR.”

stanleytravel

Call us: 0845 225 3100

Email us: info@thetriscangroup.com

www.thetriscangroup.com

Public transport has its own particular set of problems

Exactly where does the onus of responsibility lie when dealing with disabled passengers?

FORS fully appreciates that the list of potentially vulnerable highway users includes people in wheelchairs and parents pushing children in buggies. Both groups are at risk of accident and injury whenever they cross the street or even if they are too close to the edge of a pavement; and truck drivers always have to be conscious of their presence.

But what happens when the interests of vulnerable people clash? That is what has been happening in recent years on buses all across the UK – and legal action has been the consequence.

Back in 2012 wheelchair user Doug Paulley from Wetherby in West Yorkshire wanted to board a bus operated by First. He was denied the use of the designated wheelchair space however, because it was occupied by a woman with a child asleep in a buggy.

She flatly refused to shift, saying the buggy would not fold. As a consequence he was left to wait for the next bus.

He responded by successfully taking First to court for unlawful discrimination. His argument was that it had not tried hard enough to ensure the space was vacated when required by a traveller in a wheelchair.

First appealed against the court's decision and won. The Court of Appeal determined that it was not reasonable to compel drivers to require rather than simply request an able-bodied passenger to step out of the space when it was needed by someone in a wheelchair, or for them to positively enforce that requirement. That might ultimately mean throwing the uncooperative traveller off the bus.

Mr Paulley was not willing to let matters rest there however and took his case to the Supreme Court. He won, but the situation remains worryingly



Buses provide spaces for disabled people – but what if another passenger refuses to move?

confused for all concerned.

The court in effect decided that a driver had to do more than politely ask somebody standing in a wheelchair space to leave it if it is required by a wheelchair user. However it stopped short of stating that a passenger could be forcibly ejected from the bus even if he or she is plainly acting unreasonably.

First has applauded the Supreme Court's decision. "It has ruled that bus drivers are not required to remove customers from vehicles, which was a key issue for us," says First Bus managing director, Giles Fearnley. "This provides welcome clarity for bus operators, our drivers and our customers."

Passenger group Bus Users UK is not convinced. "The ruling has in fact failed to provide clarity for either drivers or passengers," argues chief executive, Claire Walters.

"While it is now a requirement for drivers to take further steps where a reasonable request to move is refused, it is not clear what those steps should be, and the driver has no legal basis on which to require a passenger to leave the bus if they refuse to move."

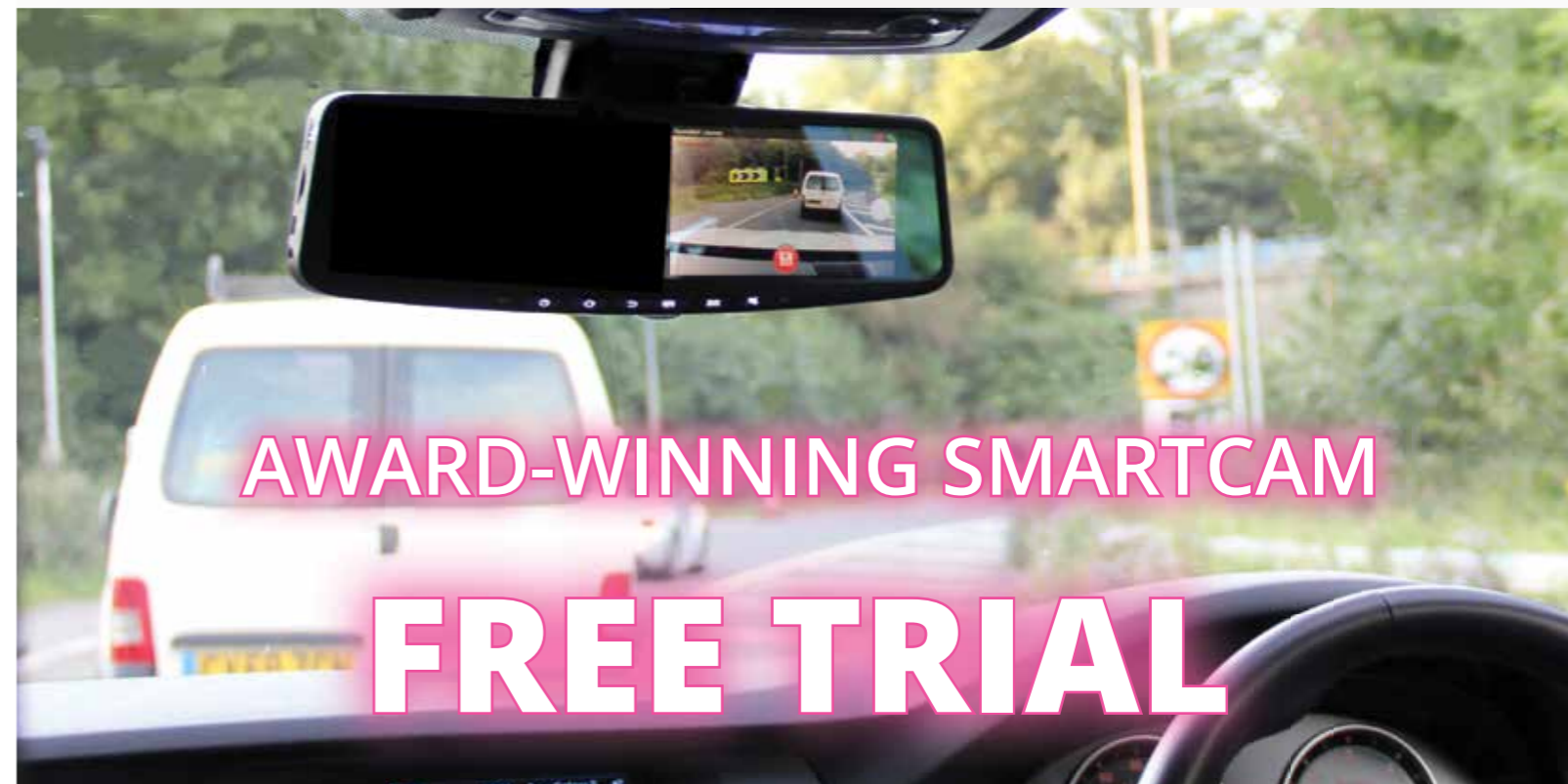
In her opinion it makes better sense to put buses into service that can cater for the needs of everyone who wants to travel on them. That has to be preferable to asking the unfortunate driver to police an awkward situation.

“The ruling has in fact failed to provide clarity for either drivers or passengers”

Why I joined FORS...

It's crucial to us to maintain our FORS membership. FORS Silver membership is a reward for our hard work in establishing and maintaining a fleet of trucks which are bringing higher levels of safety on the road and increased productivity to our business. We're very pleased to be working with FORS in this respect.

Neville Tilley, Director at Neville Tilley



Begin your SmartCam trial today, Crystal Ball's **AWARD-WINNING** fleet tracking and 3G HD video solution



GPS Fleet Tracking



3G HD Video Camera



Paperless Vehicle Checks



Fixed Speed Camera Alerts



Driver Behaviour



Driver ID

✓ Manage & improve driver behaviour

✓ Provide invaluable video evidence for insurance claims

✓ Increase fuel savings & reduce vehicle wear and tear

✓ First Notice of Loss (FNOL) for rapid insurance claim management

Visit info.crystalball.tv/free-trial
Email smartcam@crystalball.tv
Call 08450 501 501



Offer ends 30.05.2017

Watching you, watching me

External and internal cab cameras can be a real aid to road safety and driver training, but what are the potential pitfalls?

There can be little doubt that installing cab cameras is a sound investment for many fleet operators. The knowledge that their driving is being recorded generally has a positive impact upon driver behaviour – and in the event of a collision, the camera should provide at least some indisputable evidence as to what happened in the moments before the impact.

This evidence can often prove vital in mounting an effective defence for the driver. One well-known transport lawyer we spoke to said that the rise of the cab camera has enabled him to get charges dropped against drivers who have allegedly collided with cyclists, with comparative ease.

“Human witnesses are not usually very reliable in these cases,” he said. “People are often so shocked by what they have seen that they can’t comprehend it. In most of the cases that I have been involved in where it has been available, review of recorded footage has been sufficient to clear the driver of blame.”

Cab cameras also provide a defence against ‘crash for cash’ merchants, who often target commercial vehicles as the operator is usually easily identifiable and well insured.

The key feature of all dash cameras worthy of the name is their ability to record continuously, with the newest images overwriting the oldest in a loop.

The simplest dash cameras record information on to an SD card and the footage can be easily reviewed when the card is retrieved.

Easy to tamper with

This is cheap and convenient, but it would be easy for a driver who realises that the evidence on the card could condemn him to tamper with the card.

Also, SD cards are not 100% reliable when being constantly overwritten. They will need to be regularly checked to ensure that they do not require reformatting or replacement.

There’s also the question as to whether the evidence produced by the camera would be of sufficient quality and credibility to stand scrutiny in court. Without verifiable accurate time, date and location data, proof that the images have not been

subsequently manipulated and sufficient quality to discern what has been going on, the evidence gathered may be of little use.

It’s a bit of a truism that you get what you pay for and the better the quality of the camera, the better quality the saved footage will have.

Try prevention first

It’s also a truism that prevention is better than cure. Fleet managers will normally be informed about accidents one way or another, but even the vehicle’s driver may be blissfully unaware of near misses.

More likely still is that they avoid the incident by making violent steering or braking inputs, then manage subsequently to satisfy themselves that it was all the other person’s fault and it was only their superb reactions that averted an accident and they have nothing to learn from the incident.

Other than the very simplest models, most dashcams should incorporate a location, time and distance stamp, but more sophisticated ones can do far more than this, with some being, in effect, telematics systems offering the fleet manager a real-time window into the driver’s world.

Ideally, these cameras should offer a built-in non-volatile memory and incorporate accelerometers which immediately ‘save’ recordings when the vehicle is being manoeuvred violently to the service provider’s own server.

The service provider should then alert the operator and allow secure viewing of the footage generated to aid a debrief of the driver.

Most drivers are generally accepting of forward-facing cameras, and blind-spot cameras can be set to simultaneously show the driver what is going on around his vehicle and make a recording of it.

More controversial are the driver-facing cameras offered by some system providers.

Front and back

Last year, cameras recording simultaneous in-cab and forward-facing footage were instrumental in convicting truck driver Tomasz Kroker of causing four deaths on the A34.

He was recorded playing with his mobile phone



seconds before he hit a line of slower-moving vehicles.

While cab cameras form a powerful deterrent against reckless behaviour and can also alert employers to problems which their drivers may not be aware of, such as sleep apnoea, their introduction is likely to raise all sorts of legitimate questions, including whether the system can be used to spy on drivers while they are taking a break or rest in the cab.

Independent advice

It is vital that operators seek independent legal advice before attempting to install these devices.

For instance, the Information Commissioner’s Office (ICO) makes it plain that these devices are likely to be covered by the Data Protection Act 1998, which states that all information (including video and audio recordings) must be used fairly and lawfully, collected only the information needed for a specific purpose(s), only held for as long as is necessary and kept secure.

The subject of the information must be able to see it on request.

The ICO cautions that signs must make it plain

that CCTV is in operation and these systems should only be used in areas where people can normally expect privacy in exceptional circumstances and to deal with specific areas of serious concern.

CCTV should not be used to record conversations between people, except under some specific exemptions (for instance, when a panic button is activated).

This advice would appear to preclude the use of these devices in truck cabs (especially sleeper cabs), unless the driver can deactivate them when off-duty.

The employer must undertake the following steps:

- Make sure someone in the organisation has responsibility for the CCTV images, deciding what is recorded, how images should be used and who they should be disclosed to.
- Register with the Information Commissioner’s Office.
- Have clear procedures on how to use the system and when to disclose information.
- Make regular checks to ensure the procedures are followed.

Breaching the DPA is a criminal matter and the penalties imposed can be severe.

The knowledge that their driving is being recorded generally has a positive impact upon driver behaviour

Many FORS Associates supply the latest on-board camera solutions for your CVs. Check out their advertisements in this launch issue

“ Human witnesses are not usually very reliable in these cases. People are often so shocked by what they have seen that they can't comprehend it ”



AC SECURITY SOLUTIONS LTD

ROAD SAFETY • VEHICLE CCTV • FLEET MANAGEMENT

NATIONWIDE INSTALLATION & MAINTENANCE SERVICES



CCTV

CCTV systems offer an all-round approach to vehicle safety

Dashcams are ideal safety devices for smaller vehicles, but for big trucks and coaches, there is no substitute for a full-blown CCTV system, which will fulfil a number of functions to keep drivers, passengers and the general public safe.

On coaches, for example, there can be up to eight cameras installed, covering the passenger entry and exit door, forward, sideways and rear views, the driver and the upper and lower deck.

Data is typically saved onto a secure hard disk and systems are linked to GPS and telematics solutions so that fleet managers have total control of vehicles and their drivers.

A company spokesman said: "We design, develop and distribute mobile surveillance systems and remote surveillance solutions for deployment to commercial and institutional clients.

"Driven by a keen sense of strategic vision and customer needs, ACSS works with partners and clients to develop specific solutions meeting their particular requirements.

"We operate to ISO9001 quality assurance standards, and are accredited for working in a wide range of highway, rail and industrial environments.

"Whatever your mobile CCTV requirements, ACSS can design a solution to fulfil your needs."

A full-blown CCTV system offers a number of benefits for truck and coach operators

Benefits of CCTV systems include:

- Enhanced driver and passenger security and safety
- Recording improves driver behaviour
- Provides peace of mind for drivers and passenger
- Prevent false insurance claims and speeds up insurance settlement
- Can contribute to lower insurance premiums
- Helps to prevent accidents through improved driver awareness
- Deter theft and vandalism
- Eliminate unauthorised use of vehicles
- Improves operational efficiency with telematics options

One of the leading suppliers of CCTV systems in the UK is ACSS.



Welcome for change of heart on CCTV footage

With distracted driving causing a dramatic rise in 'swerve to avoid' crashes, Claims Management & Adjusting (CMA) has welcomed a clarification by the Information Commissioner's Office (ICO) that traffic flow CCTV is not personal data.

In a stance criticised by drivers, fleet operators and insurers, Highways England has used the Data Protection Act to justify the deletion of footage after only seven days, even when it might prove liability in a serious accident. It has also cited the cost of storing the recordings.

Managing director of CMA, Philip Swift, a former police detective, said: "The safety concerns around distracted driving are of course paramount, but law-abiding road users should also be concerned about the sharp increase in swerve to avoid incidents and the legal, financial and administrative headache which frequently ensues.

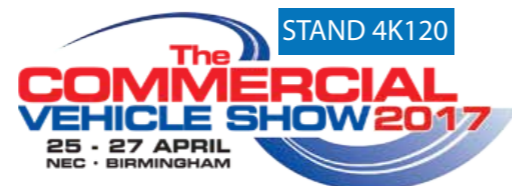
"Take the following very common scenario: a vehicle in the middle lane veers towards another car whose driver takes evasive action and ends up crashing. In incidents like these it is often the victim who is pursued, completely unfairly, for the barrier repair costs, while the negligent party is never traced. To make matters worse, the invoice for damage to Crown property will often bear a Highways England logo. This is a double whammy for the innocent driver – they've been involved in a frightening accident and now the public body which destroyed the video evidence is apparently after them for costs.

"Including any relevant CCTV with these claims from the start would help ensure it is the truly at-fault who pick up the bill, rather than the victims of distracted driving or the taxpayer. In light of the ICO's advice, surely it is time for Highways England to retain and make this footage available to insurers?"

YOUR SECURITY OUR RESPONSIBILITY



Email: sales@acss-uk.co.uk
Phone: 0208 391 8360



For more info visit www.acss-uk.co.uk



Getting you safely to your destination and reducing your insurance premiums

Live View CCTV

Live tracking of vehicles via PC or mobile phone. UK support network, view incidents immediately to see what really happened.

HD DVR Cameras and Monitors

High definition recording. Crystal clear playback from DVR using HD Cameras and monitors

Cycle Safety

Ultrascan side detection of cyclists and other vulnerable road users.

360 Degree Vision

Bespoke solutions tailored to your vehicle. Top down and quad monitors to see all four cameras on one screen.

Blind Spot Cameras

Eliminate the blind spot and assist the driver with our side camera solutions.

Wide Range of Vehicle Specific Solutions

See our web site for full range.

Products and Solutions to help you achieve Bronze, Silver and Gold Standards



020 8863 8333

www.c-ko.co.uk

sales@c-ko.co.uk

Safety products

Van racking: how homemade devices can cause disaster

There are many top quality racking products on the market but it is amazing how many van operators still choose cheap, shoddy jobs

At first it may not seem to matter how cargo is stored in the back of a van or on a truck. But in the event of an accident, loads can fly around at an alarming rate, injuring both the occupants of the van and anyone who is unfortunate enough to be in the vicinity at the time.

In the event of a head-on crash, loads will be pushed forward, and if there isn't a proper bulkhead fitted, the driver and passengers will be squashed between the moving load and the seatbelts.

With a flatbed truck it's even worse, as whatever is in the rear end will fly in all directions, injuring passers-by.

We were invited to a special testing event at the Transport Research Laboratory (TRL) headquarters to prove just how dangerous bad loading and cheap bulkheads and racking can be.

The first test involved what was probably a typical builder's van that we see every day on the roads and don't think twice about.

On board was a pallet of bricks, a generator, some road cones and tools, along with some DIY racking that looked OK-ish to start with.

On the roof was a plastic tube carrier filled with copper piping and the whole load weighed 515kg, just about half the van's official payload.

The vehicle was crashed at 30mph. The racking virtually disintegrated. The bricks were almost all broken in half. The whole load piled itself into the bulkhead, snapping it off and pushing it into the cab.

The plastic tube carrier snapped off and its contents went flying forwards, with potentially fatal consequences.

Worse was to reveal itself when we watched a slow motion film of the crash. The load had pushed itself forward into the back of the driver's seat.

As the driver was being restrained from going forwards by the seatbelt, it is likely that he would have suffered major injury or death.

Test two

In comparison, the second test seemed rather tame but was carried out to show how much safer things could be when loads are restrained properly. This van was fitted with a racking system provided



BEFORE: the van with cheap racking is loaded up



AFTER: the mangled wreckage of the van's contents

by Sortimo. The racking was filled with various sized packages and there were some odd items such as traffic cones strapped in with proper restraining leashes. As we examined the vehicle after the crash, it had hardly altered.

The racking was slightly bent, but even the packets stayed put.

Get the lowdown on low entry

Once considered the preserve of waste disposal operators, low-entry cabs have been gaining a new following among safety conscious construction and urban delivery companies. We look at their evolution



ABOVE: Mercedes-Benz Econic: Full-height nearside glazed scissor-type 'Bi-fold' door is standard

“ TfL wanted to know why construction trucks, while being only a small proportion of road freight in London, were over-represented in cycle fatalities ”

Before we go any further, let's make one thing absolutely clear. No-one, not least FORS, is suggesting that all trucks running into major cities must be low-entry chassis cabs (LECs).

Yet interest among UK fleet operators, both big and small, in using low-entry trucks for urban missions is growing. Where once LECs were used solely on refuse collection work, today an increasing number are being specified as mixers, tippers and delivery trucks. So what's changed?

Back in 2012, concerned at the number of deaths arising from collisions between cyclists and HGVs in London, Transport for London (TfL) commissioned the Transport Research Laboratory (TRL) to look

at what was behind these incidents and what could prevent them. In particular, TfL wanted to know why construction trucks, while being only a small proportion of road freight in London, were over-represented in cycle fatalities.

TRL's subsequent report – *'Construction Logistics and Cyclist Safety - Summary Report'*, published in early 2013, highlighted a number of issues, not least how the construction industry managed road risk. (For the record the report's publication also stimulated the launch of TfL's Construction Logistics and Cyclist Safety Scheme or CLOCS.) However, commenting on the specific issue of blind-spots around the small sample of HGVs it analysed, TRL noted that some had

a much larger 'non-visible area' at ground level than others.

The report also confirmed how the height of the driving position could affect the area seen through the side windows and windscreen that was visible to the driver. As a consequence of its findings, TRL recommended: "A wider, comprehensive review of vehicle blind spots and the challenges faced by drivers should be commissioned, using a broader range of vehicles and mirror configurations."

TfL's response was to commission Loughborough University's Design School to conduct research involving the use of sophisticated laser scanning techniques to assess the direct vision and blind spots of some 19 different types of HGVs. The study found clear links between the height of lorry cabs and the position and size of their windows and how much the driver can see.

It recommended developing standards to make this information available to help operators select the safest HGV for their business. These findings are the basis for the new Direct Vision Standard recently launched by TfL and Mayor of London, Sadiq Khan.

Further follow-up research on behalf of TfL has since reaffirmed the basic tenet – that a lower driving-position offers better direct vision for a driver around the front and nearside of a truck. That said, cab height isn't the only factor affecting direct vision. Increasing the amount of glass around the nearside of the cab and lowering the dashboard height can also create

significant improvements – and not just on an LEC. However, it's that need to improve the direct vision that's stimulating the greatest interest in LECs.

Up until now two manufacturers – Dennis Eagle and Mercedes-Benz – have dominated the LEC market due to the popularity of their respective Elite 6 and Econic LEC chassis among UK waste collection operators. However, they've recently been joined by Volvo (with its FE LEC), while Scania also offers an LEC version of its P-cab chassis. You can also lower the driving position by fitting smaller wheels and tyres. Renault's 'low' 4x2 or 6x2 (with a fixed or steering tag-axle option on the 6x2) is based on a conventional 2.3m D 'Wide' cab chassis with an 8.0-litre DT18 diesel rated from 250-320hp and a choice of either manual, Optidriver or Allison automatic gearboxes.

Thanks to the fitment of 315/60 tyres and all-round air suspension it achieves the lowest possible ride-height compared to the normal D chassis.

Similarly, DAF's CF400 N3 'haulage' 8x4 tipper chassis features a modified front suspension and drop-beam axles that lowers the cab and the driver's eye line by 150mm compared with an equivalent N3G construction chassis intended for more arduous off-road work, while Scania's Urban tipper is based on a conventional P410 8x2 rear-steer chassis – but with full air-suspension, which enables the vehicle height to be reduced by up to 80mm in city-traffic, thereby lowering the driver's eye-line for improved direct-vision.

Dedicated low-entry chassis - the marketplace

- Dennis Eagle Elite 6: Available with either a 2.25m (narrow) or 2.5m (full-width) cab and a variety of wheel-plans including 4x2, 6x2/4 and 8x4 with mid/mid-lift/ mid-steer/rear-steer and tridem axle options. All models are powered by a 7.7-litre D8K engine rated at either 280hp or 320hp with an Allison 3000P series auto gearbox. A full-height glazed scissor-type 'bus-door' on the nearside is offered as an option to the standard traditional slam door.

- Mercedes-Benz Econic: Available with a 2.5m wide standard high cab and a choice of wheel plans including 4x2, 6x2/4 and 8x2/4 with mid/mid-lift and rear steer options including tridem rear bogie on 8x4. All models powered by 7.7-litre OM936 engine rated at 299 and 354hp currently with a six-speed Allison gearbox although Merc's own PowerShift auto box has now been added. A full-height nearside glazed scissor-type 'Bi-fold' door is standard.

- Scania P-Low Entry cab: Available with a 2.5m width lowered 'P' cab based on a choice of 4x2 or 6x2 wheel plans with mid-lift or rear-steer. The lowered P-cab chassis can be specified in a range of power options from 250-360hp within Scania's 9-litre engine platform. Operators can specify the P-cab LEC with a Scania Opticruise auto or an Allison transmission. The nearside door is a traditional slam-type, although extra lower glazing can be added.

- Volvo FE LEC: Available with a 2.3m width lowered 'FE' cab (by 200mm) based on 4x2, 6x2 wheel plans with rear-steer option on the 6x2. An 8x2 could be available if required. All models are powered by the 7.7-litre D8K engine rated from 250-320hp. A CNG variant in LHD is also available – a RHD variant if there is demand. With a choice of Volvo I-Shift, or Allison auto box (CNG has Allison only). A 90° opening slam-type door on the nearside is standard.

City Mark: 'site'-seeing in London

“City Mark will recognise those who contribute to reducing road danger, creating a safer environment for road users and pedestrians”

With FORS establishing itself as the 'go-to' best practice accreditation scheme for operators right across the UK, it is in London where new initiatives are often piloted before being rolled out with a nationwide mandate

And so it is with City Mark, a new initiative fronted by City of London Corporation introduced to better highlight the impact of FORS and CLOCS upon the Square Mile's key construction sites – and there are currently no fewer than 65 major projects alone in City.

City Mark recognises site developments, transport companies, logistics planners, commercial vehicle drivers and compliance teams, who demonstrate a commitment to safe, efficient and 'green' working practices; namely, FORS and CLOCS accredited best practice. An initial 12 of the 65 major construction project locations have enthusiastically embraced the pilot project, with an ambition from City of London to roll-out City Mark to all.

As you might expect, safety-focused schemes and initiatives already exist across London. The city's Road Danger Reduction (RDR) programme, adopted in 2013 to reduce the number of road-related casualties in the city, addresses the

increasing number of pedestrians and cyclists. Today, almost 500,000 people descend on the city of London to work or visit every day and, having encouraged cycling and walking as a means of reducing vehicle use (as well as improving transport links with project such as Crossrail), City of London expects that figure to rise significantly.

The Considerate Constructor Scheme (CCS), implemented in the City of London in 1987, demands that utilities, contractors and building sites adopt a considerate, 'caring' work ethic and reduce the impact of operations on the surrounding area. The now well-established scheme provides construction projects with additional responsibilities outside the site, including a requirement to reduce dust and noise.

However, in 2017, City Mark is being developed to broaden the sphere of influence that the CCS possesses, keeping it up-to-date with the latest work-related road safety initiatives and further

recognising companies with FORS and CLOCS accreditation, as Michael Heduan, City Mark Strategy Development, explains.

“City Mark will keep CCS up-to-date with the latest advances in Work-Related Road Risk (WRRR), championing those going above and beyond to improve safety and sustainability in the sector. We've designed a new site-board to show those entering the site, and passers-by, that the project is working to exemplary levels of best practice and with a particular focus on road safety.”

Michael, awarded an MBE in 2014 for 'Services to Road Safety in London', is well-versed in all matters regarding road safety, having played a key role in introducing FORS to industry in 2006 and as a result of a seven-year stint on the Crossrail project, ending in August 2016.

His Crossrail responsibilities included the roll-out of a number of road safety initiatives, including the project's Lorry Driver Training and Vehicle Safety Programmes.

“FORS and CLOCS,” he says, “are contract requirements for many projects, and, if correctly implemented, should be enforced at every tier of

the supply chain. City Mark will recognise those who contribute to reducing road danger, creating a safer environment for road users and pedestrians.”

Michael continues: “The 13 companies managing the projects were initially interviewed to see if they would be interested in participating in City Mark, and they were all very happy to participate.

“We gathered data about each project's implementation of CLOCS and FORS to gauge how well the schemes have been executed. Although City Mark is currently unique to the City of London,” he adds, “There exists serious

potential to influence all London Boroughs to reduce road danger risks for vulnerable road users.”



Michael Heduan – project manager

Sign of the times. Displaying the new City Mark signage (from left): Matthew Collins, Road Safety Officer; Sheila Moules, Behaviour Change & Campaigns Officer; Andrea Bending, Behaviour Change & Campaigns Officer and Michael Heduan, Project Manager



As part of the highly-regarded CCS annual awards, five new dedicated City Mark categories will recognise projects and teams demonstrating high levels of best practice. Awards will recognise Principal Contractor or Client, Construction & Logistics Planning, Transport Manager, Driver and Compliance Assurance Team



Looking to a safer future with FORS

“ FORS is a national scheme and we already have 65% membership from outside of London, and we're looking to expand the uptake of FORS even further ”

In a recent interview with commercial vehicle hire specialist, Enterprise, FORS Business Services Manager, Paul Wilkes provided some insightful views on FORS' plans for the future. The Standard listened in.

Q: Is FORS planning on expanding into different cities? If so, which ones?

We get asked this question a lot and there appears to be a lot of confusion in this area, with many believing that FORS is purely London-based due to its Transport for London (TfL) origins. FORS is actually a national scheme and we already have 65% membership from outside of London, and we're looking to expand the uptake of FORS even further.

We have done a lot of work with Newcastle and the North East Freight Partnership. We have also done a fair amount of work around Manchester and Birmingham. We are involved in a number of discussions on city projects and we also provide information to operators, offering workshops in major cities to explain what FORS is and the benefits of accreditation.

Q: Is FORS working towards a uniform vehicle safety specification?

We have standard vehicle requirements within the FORS Standard, which align to London's Safer Lorry Scheme requirements at Bronze and the CLOCS Standard (for vehicles delivering to construction sites) as well as TfL's Work Related Road

Risk policy at FORS Silver. We are in discussions with manufacturers and leasing companies to ensure that they are aware of what operators require at each level of the FORS Standard.

Q: What are the latest WRRR updates to the FORS accreditation?

Our last update focuses on environmental issues in addition to WRRR. There are a number of simple steps that operators can take to reduce their emissions and we have provided tools to allow them to understand the impact of their operation. For example, we have an online spreadsheet that allows operators to calculate their carbon footprint and we provide toolkits that address the environmental and commercial benefits of issues such as anti-idling and reducing stop/starts.

FORS Gold accreditation also includes a requirement for companies to consider a modal shift to using either rail or boat.

This is a big step-change and reflects the current policy shift. For example, in London we are seeing a huge focus on trying to make better use of the waterways, and the same is happening in

Manchester. With lots of construction projects, road space is at a premium and it is only going to get worse.

Finally, we are looking into alternative-fueled vehicles. Over the next six months we are hoping to pull together all the available information to provide fleets with a thorough overview of the technology that exists, how it may help them, what savings can be made and whether funding is available. (For example, the Plug-In Van scheme has now been extended to trucks and there is up to £20,000 available for vehicles over 3.5 tonnes).

There are also other solutions that we are looking into to offset carbon footprints, where companies invest in infrastructure in another country that can significantly reduce carbon emissions, and that are much more effective than simply planting more trees in a rainforest somewhere.

Q: What are the commercial incentives for FORS accreditation?

The main commercial incentive for FORS accreditation is that companies can access high profile or lucrative work contracts that often require FORS accreditation as a means of ensuring quality control.

Another big driver is the training and support that is offered for free to our members. Drivers can access the Safe Urban Driving course for trucks and public service vehicles, where drivers experience a cyclist's view of the road and are taught how to deal with vulnerable road users.

FORS also offers a Driver CPC accredited Staying Legal course for truck drivers to help them understand the operator licence requirements and in particular those that can be affected by driver behaviours. For van drivers, we have Van Smart driver training, which has a theory module aimed to help drivers to become safer, more diligent and defensive drivers. This also includes a practical module, which gets drivers in the saddle to improve awareness and provide driving techniques when



FORS Business Services Manager, Paul Wilkes

around vulnerable road users.

Managers have access to a course based on maintaining their 'O' Licence to provide a refresher course on how to manage a fleet of CVs over 3.5 tonnes. We also provide the FORS Practitioner which offers nine fleet management workshop classes that cover everything that logistics and health and safety managers need to know when running a commercial fleet in line with the FORS Standard.

FORS members can also access offers and discounts from around 90 FORS Associate companies who provide products and services that help meet the standards.

Q: There was a lot of discussion at the Freight in the City Expo on whether a carrot or stick approach works best for operators. What are your views on this?

One of the reasons FORS exists is that it wasn't clear to what standards operators needed to adhere. FORS worked with operators and specifiers to create a single set of requirements supported by training to ensure that operators could not just remain legally compliant but also could improve their safety, efficiency and reduce their environmental impact.

The FORS Standard is what we measure all of our members against and they are audited to ensure they remain compliant. Some operators use the FORS Standard to help them raise the performance of their operations. They benefit from being able to demonstrate to their customers that they are meeting an independently verified standard. For some operators this works well, as they want to do what is required to meet a contract.

At the same time, there are some operators who want to continue to improve their operations and set the bar for new best practice, and FORS can help them with this.

“ With lots of construction projects, road space is at a premium and it is only going to get worse ”



FORS Practitioner: the next generation

One of the key benefits to FORS members is training, and specifically FORS Practitioner workshops for transport managers delivered free through the FORS Professional package. The Standard speaks to one of the UK's youngest FORS Practitioners, Jonathan Winlow from USL, to find out more about the series of nine workshops

“With a fleet of over a hundred vehicles, it's crucial we stay on top of defects, maintenance, driver fitness and hours”

USL Group, a specialist construction company based in Washington, has been a member of FORS since 2012. With a fleet of over 100 vehicles ranging from heavy duty artics through to vans and cars, the company is currently a FORS Bronze member but with its sights set firmly on FORS Silver.

Jonathan, 19, joined the company in September 2016 as an apprentice, and initially completed the FORS Going for Bronze workshop as an introduction to the FORS Standard and to see first-hand what best practice looked like in fleet management. “As someone new to the industry,” he said, “it was particularly useful for me to learn where to start with the development of transport policies and ways to communicate these throughout the fleet.”

Potential recognised

As a result of the Going for Bronze workshop, Jonathan's manager (Chris Fox) recognised his potential, both in terms of his career and Jonathan's long-term value to the company, and suggested he embarked upon the FORS Practitioner workshops.

The FORS Practitioner workshops are open to FORS accredited operators and cover all aspects of fleet management including work related road safety, reducing fuel use, minimising fines and charges and much more. Once all nine workshops are completed the delegate achieves the coveted status of FORS Practitioner, valid for five years.

Available nationwide, Jonathan's nearest FORS Practitioner modules were conveniently located

in Newcastle, within easy reach of the company's headquarters in Washington, Tyne & Wear. This allowed him to complete all nine workshops in under six months.

“Advice on safety procedures and maintenance has been particularly useful,” said Jonathan, “With a fleet of over 100 vehicles, it's crucial we stay on top of defects, maintenance, driver fitness and hours. There's so much to manage.”

Useful tips

“The tips and advice for managing the workforce effectively were particularly useful for me, as we look continually to raise our operating standards.”

He added: “We're now aiming for FORS Silver accreditation, and I'm confident we're going to get it.”

Based in the North East, USL Group undertakes project work nationally, and, with more and more specifiers and contractors throughout the UK recognising the benefits of buying-in their transport requirements from FORS members, FORS accreditation gives USL Group a distinctively competitive edge.

“The FORS Practitioner workshops were funded as part of our FORS accreditation, so it was an excellent way of getting to know and better understand the FORS Standard, as well as developing essential management skills which I will continue to use. I would definitely recommend it to anyone else in the industry who's looking to build a career in transport management,” Jonathan continued.



Direct Vision Standard plans explained

Research found clear links between the height of trucks cabs and the position and size of their windows, and how much the driver could see from them

By 2020 it is envisaged that only trucks with added safety features will be allowed to operate in London

Last September, London's Mayor Sadiq Khan and Transport for London (TfL), the body responsible for all aspects of surface transport within the nation's capital, unveiled their proposed Direct Vision Standard (DVS), based on a zero to five-star rating for construction trucks and other HGVs working in London.

The object of the standard is to categorise

the amount of direct vision that drivers have within their cabs – i.e. what they can see through their windscreens and side windows, rather than via mirrors or sensors – in order to ensure that only those trucks with a specific level of direct vision will be permitted to operate in the city.

The DVS is a further step in TfL's ongoing campaign to reduce the number collisions

“ The DVS is a further step in TfL's ongoing campaign to reduce the number of collisions between HGVs and pedestrians and cyclists ”



Direct Vision Standard plans explained

“ Among the models that would typically be excluded from London would be those 'N3G' construction trucks with high-mounted cabs and high ground clearance ”

▶ between HGVs and pedestrians and cyclists, often referred to as Vulnerable Road Users or 'VRUs'.

CLOCS created

Central to that campaign has been the creation of TfL's highly-successful Construction Logistics and Community Safety Scheme. Since its inception over five years ago, CLOCS has received strong backing from a variety of stakeholders including the construction and logistics industries as well as the commercial vehicle manufacturers.

Under TfL's DVS proposals, those vehicles with a zero star rating will be effectively banned from London's streets from January 2020, while only those with three stars or more (classified as a good/high rating under the proposed standard) will be allowed on London's roads by 2024.

So what sort of trucks would fall within that 0-2 star rating that will be excluded from the city?

While work is still going on to define the actual standard (which will determine what vehicle categories come within each star rating) in general terms, among the models that would typically be excluded from London would be those 'N3G' construction trucks with high-mounted cabs and high ground clearance.

Why those models specifically?

In 2011 TfL commissioned the first in a series of in-depth research projects which looked at why

construction vehicles, while only representing a small proportion of all HGVs running in London, were disproportionately involved in a high number of collisions involving cyclists.

The initial research project, conducted by Transport Research Laboratory (TRL), identified a number of key issues within construction logistics, including the need to investigate the potential blind-spots along the nearside and front of those vehicles with high mounted cabs, typically those found on N3G-type tippers and mixers.

Soon after the TRL report was published, TfL commissioned Loughborough University to conduct further research to assess the blind spots of some 19 different types of HGVs (including those with construction, distribution and low-entry cabs).

For the first time, the research found clear links between the height of trucks cabs and the position and size of their windows, and how much the driver could see from them.

Recommendations

In its conclusion the Loughborough University research recommended developing standards to make this information available to help operators select the safest and most appropriate HGV for their business.

Thus, these findings are the basis for the new TfL Direct Vision Standard.

There is still a long way to go before we see specific HGVs excluded from London.

The Direct Vision Standard will go through a three-phase consultation process.

As mentioned, TfL is currently discussing technical aspects, along with the application of the standard, with vehicle manufacturers so that workable ratings can be identified and sensibly applied.

The initial phase of consultation has already taken place, seeking views and a better understanding of the potential impacts of the scheme.

This is being followed by a full policy consultation with a statutory consultation conducted thereafter, which will determine the make-up of legislation required to implement the standard.

However, no DVS legislation is expected before 2020.



Rushed off your fleet?

There's a hassle-free way to keep your fleet moving.

ServicePoint is an online portal that simplifies vehicle administration, reducing paperwork and admin time, whilst saving you money. Enjoy exclusive rates and discounts – up to 50% off labour rates and 15% off parts pricing, at over 9,000 independent and franchised garages nationwide. ServicePoint gives you full control and visibility keeping your vehicles and drivers safe.

Book a demo now
0808 274 9189

allstarcad.co.uk/servicepoint



ServicePoint

Keeping cyclists safe on the roads

Better protection of all road users is a major priority for all parties – and one of the main aims of FORS

There have been enough high-profile incidents involving any combination of trucks, cars, buses, motorbikes, bicycles and pedestrians to force the subject of road safety into the public eye.

Trucks – and their drivers – are seen by some as the perpetrators but in reality, they are (in a large number of cases) nothing more than an easy target. The real battle is between cyclists and vehicles in general – with cyclists often directing their anger towards HGV and LCV drivers.

Problems caused by traffic – in all forms – in London have been amplified in recent years due to an increasing population that is now at its highest since the most recent peak in 1939 – and is continuing to rise. Couple that with the fact that there is more development and construction happening within England's capital now than there was during the period of rebuilding after World War II and it means a lot of vehicles on the roads.

Then there's the growth of cyclist numbers – thousands of two-wheeled travellers make their way from the outskirts into the city on a daily basis.

Nothing wrong with that, but it does increase the risk of accidents, given their numbers at traffic lights and busy intersections.

View from the East

To get an idea of what drivers have to contend with, join us on a virtual tour across town with Joe, a CEMEX veteran who pilots one of the company's Euro 6 DAF CF 400 FAD eight-wheel tippers.

The distance from CEMEX's site at Angerstein near Greenwich to the Nine Elms construction site next to Battersea Power Station is less than 10 miles but involves a journey of nearly two hours.



Six of CEMEX's new units have been fitted with low-height passenger door windows

It doesn't take long before we're faced with one of the necessary evils of safety technology. One of the many sensors placed upon the DAF tractor unit monitors blind spots outside the truck, sending an audible warning sound when something gets in the way.

Only a lot of the time, it's street furniture – not cyclists or cars – that cause the alarm to trigger. "I know this isn't a road for cyclists. The noise is a bit irritating," admits Joe.

We crawl through the Limehouse Link where Joe meets a mate, who is tasked with making shorter trips to another CEMEX customer site – a journey he must make 10 times a day, but for how long?

"In 10 years time it'll probably be robot trucks making that trip," reasons Joe – recognising the pace at which autonomous technology is taking over vehicles, one benefit of which will hopefully be increased road safety.

Vision-ary vehicles

Six of CEMEX's new units have been fitted with low-height passenger door windows (designed by Cheshire-based Astra Vehicle Technologies), dubbed 'Vision' doors by CEMEX.

These extra windows provide drivers with enhanced visibility of cyclists and other road-users. The Vision doors also allow for a retractable main window, thus allowing drivers direct access to the nearside rear-view mirrors.

"The window is great if a car creeps up alongside you and the mirrors are perfect for keeping an eye on what is around you," says Joe.

"They are all great aids that help us drivers, because the streets are getting busier and busier all the time.

It might be a world away from what trucks were like when he first started in the business, but Joe

welcomes the adoption of the technology.

Joe continued: "Another system that covers the whole screen is being developed. When they get it right, it's going to be great, even if it is another monitor to look at."

As we make progress into central London, the Vision window is soon called upon as the commuting cyclists begin to gather.

It's rush hour, typically the time when cycle use is at its highest in London.

Research by Transport for London (TfL) last year concluded that 610,000 cycling journeys a day were made in 2014 – 23 million for the year.

It was also the safest year for cyclists, with 13 deaths on the road, compared with 14 in 2013.

"Rush hours are a challenge for us when it comes to cyclists. We call it the locust effect," says Joe, with no offence intended.

“The real battle is between cyclists and vehicles in general – with cyclists often directing their anger towards HGV and LCV drivers”

FORS is committed to improving safety on the roads for cyclists. Log on to: www.fors-online.org.uk for a wealth of solutions via the FORS Associates

Keeping cyclists safe on the road

“There are certain areas where you can glance away – a set of traffic lights on red, for example – then look back and suddenly you are surrounded by cyclists. The key is to let them go – you can’t fight with them, you have to let them through, because a lot of the time they will make faster progress than the vehicles on the road.

It can be a little intimidating because if they are by the side of you and in front, you’ve got so many all around you. But we have to co-exist with each other.”

It would be easy to think that all cyclists are oblivious to other road users and are only intent on getting to their final destination as quickly as possible.

Striking sight

The sheer number of bright lycra-clad workers is a striking sight and, at times, it can appear as if you are in the middle of a Tour de France stage, but Joe says there are plenty of courteous two-wheeled travellers around.

“When I was working as a driver trainer, I encountered one cyclist who knocked on my window. I wound it down and was expecting the worst, but he said: ‘Can you thank your driver for driving with consideration?’ The driver didn’t think he was being serious, he was so taken aback!”

Mirror mirror, on the truck...

Further down the road as we approach Battersea, Joe is grateful for technology – albeit one that is low-tech; the windscreen-mounted, downward-facing mirror.

“This mirror is fantastic when driving in urban areas because you can easily watch out for pedestrians, cyclists and other road users who would otherwise be hidden.

“Some areas of town you have people everywhere around you, so it makes it that bit easier to check your surroundings.

“Even when fitted to tippers, which are traditionally lower than others, it makes a difference.

“There are some very tight turnings around town, which can cause problems, but we have to deal with them, and ensure that we keep an eye on everything around,” adds Joe.

“It is a juggling act and you can even get dirty looks from other truck drivers if you are seen to be stopping in the ‘wrong’ place. Some moped riders and couriers are also a big problem.”

Numbers ebb and flow

Just as the motorised traffic volumes ebb and flow, according to the time of day, so do cyclist numbers. Heading back to

VEHICLE CCTV AND SAFETY SYSTEMS

SILENT WITNESS

- ✓ A Range Of Kits To Meet Bronze, Silver & Gold
- ✓ CLOCS Accredited
- ✓ 4/6/8 Channel CCTV Camera Systems
- ✓ Turning Left Siren/Alarm
- ✓ Side Detection Systems
- ✓ Live Recording Available

sales@parksafeautomotive.com +44 (0) 1773 746 591
www.parksafeautomotive.com

Angerstein later in the day, we keep a lookout, and it almost turns into a game of ‘Spot the Cyclist’.

This situation brings Joe onto a real bugbear of his: Cycle Superhighways. Twelve of these bicycle routes were announced in 2008 by the then-Mayor of London Ken Livingstone, with the aim of creating continuous routes into central London by the end of 2012. As of 2015 only five cycle superhighways were operational.

Planning problems

“It’s part of Boris’ legacy, but I can’t really see the point in them all. Some of them have had problems

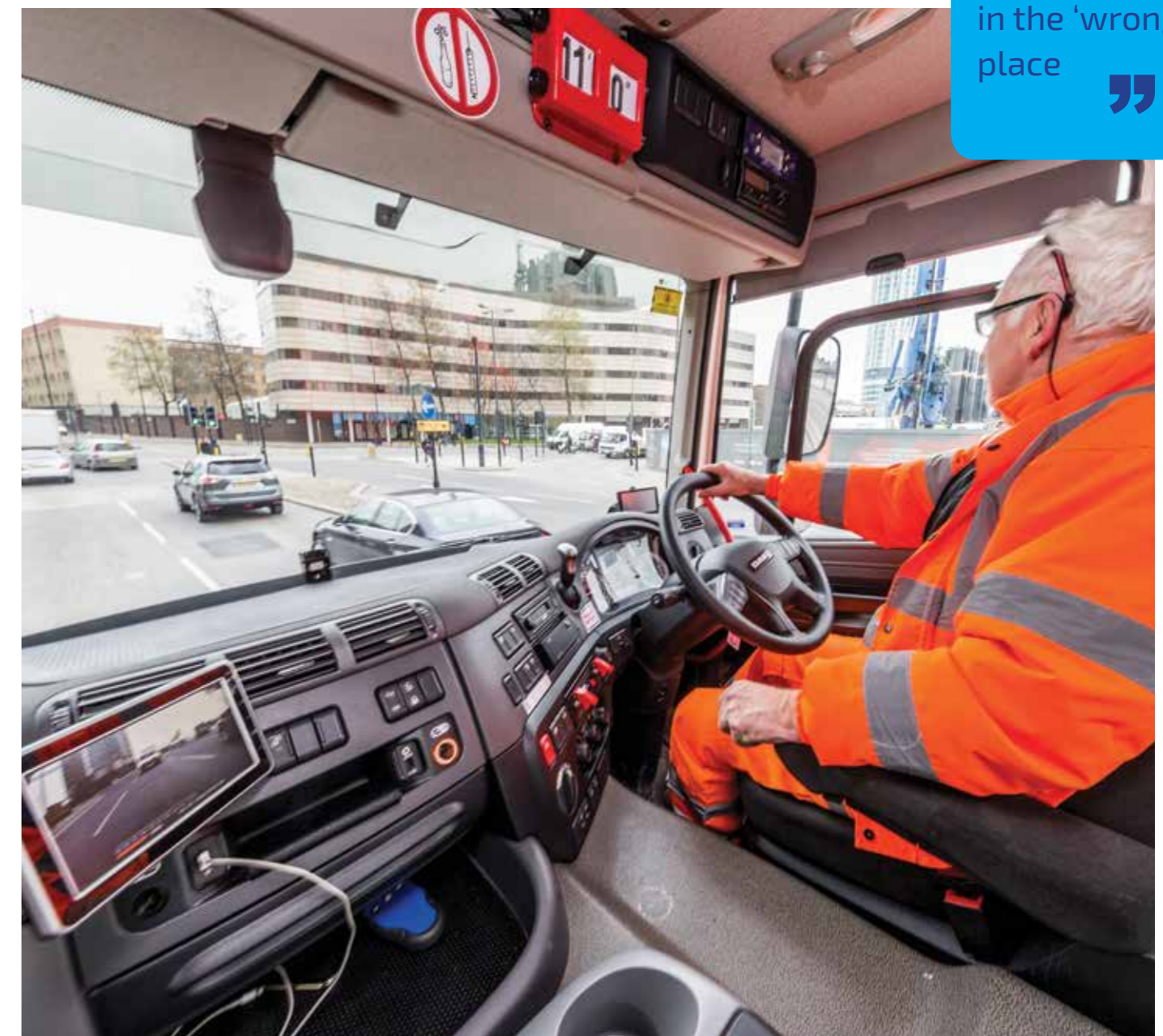
with planning permission, some have been scrapped altogether and others just don’t get used during the day,” says Joe.

“It just seems crazy that all this work – and all this disruption on the roads – is going into something that won’t be used to its full potential.”

A day spent in the urban environment is an eye-opener to the challenges faced by hauliers operating in urban areas.

There is no doubt that the new technologies, sensors and systems on vehicles such as the DAF CF 400 FAD eight-wheeler go a long way, but Joe is proof that the attitude of the driver goes a long way in keeping journeys incident free.

“It is a juggling act and you can even get dirty looks from other truck drivers if you are seen to be stopping in the ‘wrong’ place”



Heading back to Angerstein later in the day we keep a lookout and it almost turns into a game of ‘Spot the Cyclist’.

Van fleets – there's no time for downtime

Operators are looking for reduced downtime from manufacturers and dealers. So how is this being achieved?

More vehicle downtime equals less profit. It's a simple equation, but one that all fleet managers should have at the forefront of their minds – and something that operators in the FORS community should be thinking about all the time.

Choosing the most reliable vehicles for the job helps, but having the right backup and support to make vehicle downtime less of a headache is essential.

Fortunately, the manufacturers and their dealer networks understand this predicament and are taking action.

The latest vehicle manufacturer to offer a solution to fleets is Volkswagen which – at the end of 2016 – revealed the first three 'Mobile Service Clinic' vans.

Designed to save fleets money, the vans will be able to deliver service work, inspections, servicing of air-conditioning systems, MoT repairs, minor warranty work and software updates remotely at the fleet base location.

The trio are already up and running from their bases in Cordwallis, Maidenhead, Heathrow and Oxford.

Fantastic lookers

"I'm delighted with the Mobile Service Clinic vans. They look fantastic and will provide a great alternative for fleet customers," says David Bodily, service development manager at Volkswagen Commercial Vehicles.

"We've found the main concern for fleet customers is downtime and how long their vehicles are off the road. The Mobile Service Clinic van is a convenient alternative for these businesses and demonstrates how we are dedicated to fulfilling our 'Working with You' promise to customers."

Each of the Crafter vans has been equipped with specialist kit by Surrey-based conversion company



Winton Engineering. They feature a selection of tools including compressed air jacks and a hand wash basin. Volkswagen has confirmed that a further 10 vans will join the Mobile Service Clinic fleet by summer 2017, with nationwide coverage planned for the end of the year.

Winter usually means more problems for vehicles and can typically impact negatively on downtime figures, but Mercedes-Benz is one manufacturer that was prepared for this at the back end of 2016.

In November, the German manufacturer announced its 'Winter Means Business' initiative, designed to "support the drivers during potentially harsh motoring conditions and the businesses that

operate the vans during an exceptionally busy, but vital trading period."

Free visual vehicle health checks were offered for any Sprinter, Vito or Citan customer to take advantage of at an approved dealer of their choosing – all carried out by trained Mercedes-Benz technicians.

24-hour operation

During the winter period, more than one-third of the Mercedes-Benz van dealer network has been operating a 24-hour operation, with the remainder extending their hours to accommodate the increased demand for services and assistance.

This means more support at weekends and in

the evenings, in order to ensure that the least time possible is lost for fleets which are looking to maximise profits and efficiency. There have also been more than 700 technicians on hand in over 1,100 workshop bays around the country and a fleet of MobiloVan free roadside assistance vehicles across the UK to keep businesses moving.

"Winter Means Business really sums it up for us – it means business for the income surges generated during this period, but also means business thanks to the often harsh weather we experience in the UK," said Steve Bridge, managing director, Mercedes-Benz Vans.

"We know that this is our customers' busiest time of year and are committed to keeping their

Volkswagen has revealed the first three 'Mobile Service Clinic' vans



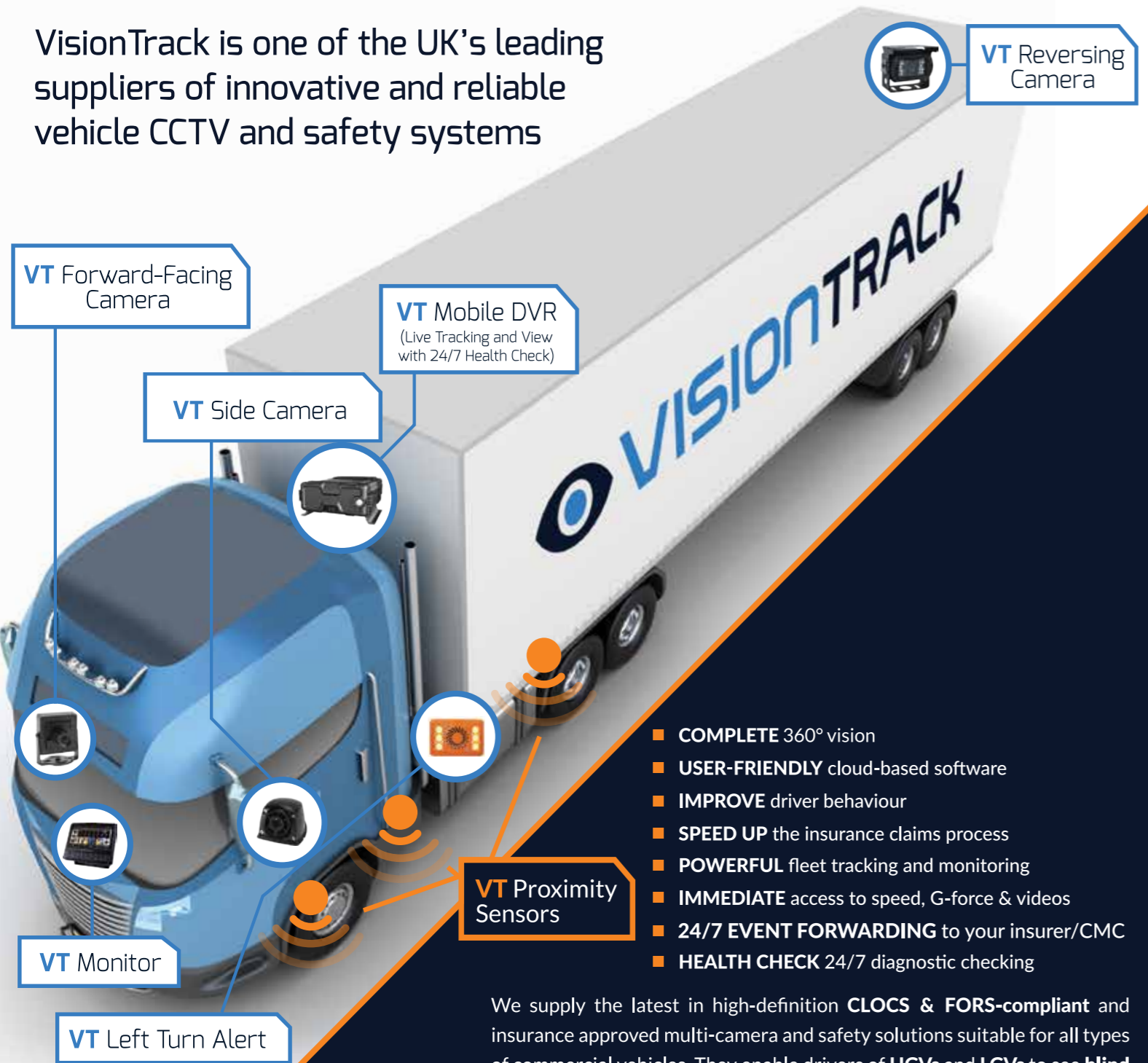
The main concern for fleet customers is downtime and how long their vehicles are off the road



KITS and LIVE TRACK/VIEW from £24.99 per month

CLOCS AND FORS-COMPLIANT KITS (GOLD & SILVER)

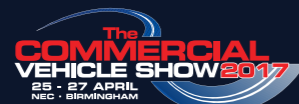
VisionTrack is one of the UK's leading suppliers of innovative and reliable vehicle CCTV and safety systems



- COMPLETE 360° vision
- USER-FRIENDLY cloud-based software
- IMPROVE driver behaviour
- SPEED UP the insurance claims process
- POWERFUL fleet tracking and monitoring
- IMMEDIATE access to speed, G-force & videos
- 24/7 EVENT FORWARDING to your insurer/CMC
- HEALTH CHECK 24/7 diagnostic checking

We supply the latest in high-definition **CLOCS & FORS-compliant** and insurance approved multi-camera and safety solutions suitable for all types of commercial vehicles. They enable drivers of **HGVs** and **LGVs** to see **blind spots** using **rear, side and forward-facing** cameras, which are permanently recorded.

01246 225 745 info@visiontrack.com



Visit us at stand 4J21

For our full range of multi-camera systems, visit:

www.visiontrack.com

Vehicle reliability

Van fleets – there's no time for downtime

▶ businesses moving during the challenging winter months. This isn't a sales exercise – it's about our business helping to keep their business moving. That is our role as Mercedes-Benz Vans.

"There is a reason that all of the major Courier and Express Parcel (CEP) delivery companies use Mercedes-Benz as their vehicle of choice – keeping vehicles on the road and operating under challenging conditions is our unrelenting focus," adds Steve.

"We understand that on average, the door opens and closes on some Sprinter vans more than 150 times a day in the CEP sector, which really highlights why we are so dominant in this sector."

With some costs to fleets and drivers said to be up to £600 due to servicing requirements, it's important to get the best deal or contract possible in order to reduce the costs – time and financial – of vehicle downtime. But unplanned maintenance is also an issue and according to a leading breakdown organisation, it can be reduced with a bit more due care and attention.

Unexpected problems

No driver or fleet manager wants to deal with problems – especially when they are unexpected, or not part of the general service plan for a vehicle. It's to be expected that, unfortunately, all fleets encounter some kind of emergency maintenance. The key is how they deal with it and react in the quickest and most efficient way, to ensure that operations aren't affected.

In terms of the problems themselves, the RAC's Simon Peevers says they are pretty common and relatively easy to deal with and fix. "Like most other vehicles, the biggest problems we see with LCVs tend to be around batteries, tyres and issues with the engine," he says. The table highlights the top

ten reasons for RAC callouts to LCVs.

"From what some of our technicians see, problems could be caused by poorer servicing levels and generally having a harder life than other types of vehicles," adds Simon. "Problems can occur when small fleets may not have the capacity to take vehicles off the road for servicing, coupled with the fact that the vehicles they do have cover many more miles."

Regular servicing

Simon says that the RAC encourages businesses to ensure their vehicles are serviced regularly to prevent some issues – such as tyre deterioration – from becoming a bigger problem in the future.

"As well as annual servicing, more regular spot checks can help keep on top of any issues and deploying technology such as telematics can give a business much more information about the health of their vehicles and individual components," he maintains. "This monitoring is particularly important when it comes to batteries, which tend to suffer in the winter."

Top 10 problems encountered by RAC technicians when called to LCV breakdowns

1. Battery
2. Wheel Change
3. Engine Mechanical
4. Body Electrical
5. Engine Management Fuel
6. Clutch
7. Charging
8. Roadside Incidents
9. Gearbox Transmission
10. Brakes

“No driver or fleet manager wants to deal with problems – especially when they are unexpected”

As a member of the FORS community, you could run a more efficient van fleet. Visit: www.fors-online.org.uk

Regular spot checks can help keep on top of any issues



No cash, no receipts, just a vehicle registration number.



Registration based payment for the haulage industry

Streamline your admin with cashless payment through number plate recognition. One itemised bill.
And the account is completely free!

SNAP

Account

OFF GRID POWER SYSTEMS | COMMERCIAL REFRIGERATION VEHICLES
UTILITY VEHICLE AUXILIARY POWER | TAIL LIFT EMERGENCY POWER
EMERGENCY & DISASTER RELIEF MOBILE POWER SUPPLY

WWW.
PERPETUALV2G
.COM

SILENT ZERO CARBON ANTI-IDLE TECHNOLOGY



INNOVATIVE, OFF GRID
POWER SOLUTIONS



T. 0333 011 3862 E. sales@perpetualv2g.com



OnGo Work Desk

Flexible Mobile Working By Design

OnGo Vehicle Check: From only 75p per user per week

- Integrated suite of business mobile applications allowing for data sharing between driver and transport manager.
- Fully adaptable DVSA driver daily walkaround checks by vehicle types.
- Generate instant defect alerts.
- Support for capturing roadside incidences, accidents, fuel, expenses and more.

OnGo ePOD: From only £3.75 per user per week

- Full GPS traceability.
- Allocate and track collections and deliveries in real-time.
- Capture signatures and produce paperwork with ease.

- Fully configurable to suit your way of working.

OnGo Mobile Forms: From only £1.00 per user per week

- Replace your paper based forms with a digital version that can be completed on any smart device.
- Turn inspections, survey reports, HR reports and many more into mobile forms.
- Forms completed and analysed in real-time.
- Integrate with your own systems and data.



Web: www.ongoworkdesk.com

email: sales@ongoworkdesk.com

Deviation from diesel: the greener road ahead

“Global warming is the biggest challenge that faces all of us in the years that lie ahead”

It might be a bit early to announce the death of diesel, but alternative fuels are gaining in popularity

In many ways, 2016 rocked the political, economic and social landscapes, so in 2017 people are looking at the world in a different way. For transport operators, this might mean – say it quietly – dumping diesel power in favour of CNG (compressed natural gas) or LNG (liquid natural gas) propulsion.

A lack of new legislation has given some manufacturers time to concentrate on developing ideas in 2017, something that is welcomed by all. “Breathing space means we can invest our time more profitably for once – looking at new opportunities,” says Martin Flach, product director at Iveco.

“For anyone who has half an inch of vision in our industry, that means alternative fuels. Global warming is the biggest challenge that faces all of us in the years that lie ahead. Everyone’s aware of the



Martin Flach, product director at Iveco

issue and – in our industry – the need to develop environmentally-friendly vans, trucks and road freight systems has never been higher profile. It’s an initiative that, in the interest of improving fleet efficiency and operator running costs, FORS is very supportive of and recognises the possible changing landscape.

“Dieselgate has left its mark. Diesel is increasingly being portrayed – often unfairly – as the pariah of all evils when it comes to engines – cars, vans and trucks,” adds Martin.

Plethora of initiatives

“As a result, we now face a whole plethora of local and regional initiatives that can only be expected to multiply in the wake of the UK leaving Europe. Sadiq Khan’s Ultra Low Emission Zones for London, for example; other cities banning diesels altogether. Moves like these have already spurred many high profile transport operators into looking very seriously at alternatives,” added Martin.

From an environmental point of view then, CNG and LNG look to make sense – improved air quality, less noise pollution and it’s safe because it dissipates quickly. But Martin also believes there are cost savings to be achieved too. Gas is lighter than air and dissipates rapidly. It has a very limited range of flammability – while hi-tech, ultra-protected gas tanks are much safer than their diesel or petrol equivalents.

And Martin also maintains there are cost benefits. “On average, gas costs 25% less than diesel,



while consumption is 15% lower with up to a 40% cost saving,” he maintains. “And it’s against this background we’re launching the first-ever gas truck for long-haul, the Stralis NP (Natural Power).”

To meet the needs of the truck, Iveco has updated the powertrain – the Cursor 9 NP CNG and LNG engine. “It’s lighter – the re-design has allowed us to trim some 10kg in weight, adding that little extra to payload – and it’s also the first engine of its kind to deliver the same output as its diesel equivalent,” he explains.

That means 400bhp and 1,700Nm of torque and also a best in class raring in: power; power-to-weight ratio; service intervals and quietness. “Cursor 9 NP breaks all records. It delivers 17% more power and 6% more torque than its nearest gas competitor,” says Martin.

Supermarket’s super trucks

Meanwhile Waitrose has introduced what it’s calling ‘Europe’s most advanced fleet of CNG-powered trucks – each boasting a range of up to 500 miles. The 10 new Scania’s entered operation for the supermarket in January and will be used to make deliveries to the company’s stores in the Midlands and Tthe North. The trucks are the first in Europe to use twin 26in diameter carbon fibre fuel

tanks, which store gas at 250 bar of pressure to increase range from around 300 miles to as much as 500 miles. This development will allow them to always run entirely on biomethane, which is 35% to 40% cheaper than diesel and emits 70% less Co2.

Some pretty clever advances to be taken advantage of, then and the carbon fibre tanks, which are already in use in the US, have been adapted and certified for the European market. They offer big advantages over the standard European set-up of eight steel gas tanks, for example they are quicker to refuel and easier to maintain.

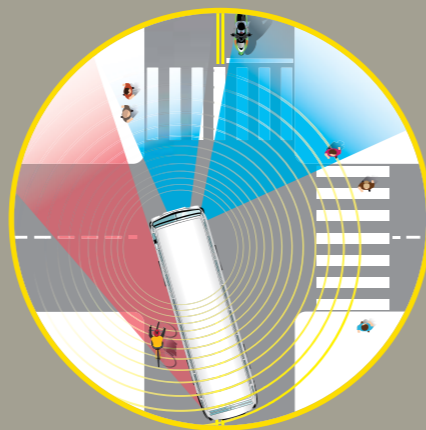
While each of Waitrose’s CNG trucks cost 50% more than one that runs on diesel, they will repay the extra costs in two to three years with fuel savings of £15,000 to £20,000 a year depending on mileage. The vehicles are likely to operate for at least five more years, generating overall lifetime savings of £75,000 to £100,000 compared with a diesel equivalent. Each lorry will save more than 100 tonnes of CO2 a year (versus diesel).

“Together with Waitrose and CNG Fuels we are developing a new UK market sector for dedicated gas vehicles which we believe will supersede the heavier dual-fuel models seen up until now,” comments David Burke, specialist sales executive

Waitrose has introduced what it is calling ‘Europe’s most advanced fleet of CNG-powered trucks – each boasting a range of up to 500 miles

“While each of Waitrose’s CNG trucks costs 50% more than one that runs on diesel, they will repay the extra costs in two to three years with fuel savings of £15,000 to £20,000 a year”

MULTI AWARD WINNING COLLISION AVOIDANCE SYSTEM TO HELP PROTECT VULNERABLE ROAD USERS



OUR TECHNOLOGY

Our cutting edge safety technology is leading the future of smart driving for buses, coaches, LGV's and other commercial vehicles.

Equipped with strategically placed multi vision smart sensors and cameras, Cycle Safety Shield™ acts as a driver's third eye, constantly monitoring the vulnerable road user and the dynamic driving environment and providing drivers with real time visual and audio alerts as the risk of an imminent collision increases.

A multi-function display located inside the vehicle cab provides clear visual and alerts when the vehicle is in motion and a pedestrian, cyclist or motorcyclist is in the danger zone.

An audio alert will sound, in addition to the clear visual alert, as the risk of a collision increases.

In addition to this the in cab screen will display a clear 360 degree camera view around the vehicle whilst stationary or in motion which will eliminate all blind spots and record the video image onto a hard drive.

Cycle Safety Shield Benefits

- World leading collision avoidance technology
- Improved driver behaviour
- Fuel saving
- Reduced insurance premium
- Data capture and vehicle tracking
- 360 degree recording
- Driver fatigue monitoring and warning

Cycle safety shield is fully compliant with FORS, CLOCS and Crossrail standards.

OUR AWARDS



Pedestrian & Cyclist Collision Warning

Forward Collision Warning

Speed Limit Indicator

Headway Monitoring Warning

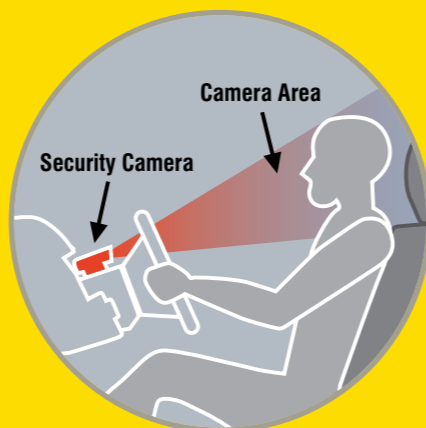
Lane Departure Warning

360 Degree Camera

Cab Mounted Monitor

Driver Fatigue Monitoring

My Alert Software



Contact us now for more information on +44 (0)1257 425 742

or email us at info@safetyshieldsystems.com

www.safetyshieldsystems.com

Safety Shield Systems, Stanley Way, Stanley Industrial Estate, Skelmersdale, WN8 8EA



Alternative fuels

– gas for Scania. “In addition to being cleaner and quieter than dual-fuel vehicles, our dedicated gas trucks offer the considerable operational advantages which come with having Scania as the single source of supply.”

Swede dreams

Volvo is another manufacturer that sees the potential in alternative fuels and, having done well with Euro 5 models, is keen to press on with CNG and dual fuel Euro 6 models.

“Our Volvo FE is available as a natural gas-powered model and while being primarily aimed at the refuse sector, we showed one at Freight in the City with a fridge body on it and it proved quite popular,” comments John Comer, Volvo’s product manager. “With our Euro 5 models we were quite successful and had about 270 dual-fuel vehicles on the road, but when Euro 6 came along the focus was on diesel because that is the biggest seller.

“We are committed to alternative fuels and offer a range of tanks on the FE to meet the needs of the customers. While there is an increase in the overall cost, the total cost of ownership (TCO) means that it can pay for itself in a relatively short space of time.

“The beauty of natural gas is that the duty is capped until 2024, although it is due for a review this year,” he adds. “To make the change you need to look at total cost of ownership, but the key driver is clearly carbon reduction. At Euro 5 it was clear that gas vehicles – CNG or LNG – would give you benefits in terms of carbon reduction at the tailpipe, albeit you have to mind that they are vehicles powered by methane. But with gas-powered vehicles it is looking beyond carbon and total

greenhouse gas emissions.”

John also highlights the used market as one to watch in the years ahead. “The other thing you need to consider is what happens to the second life of the existing FM tractors in the market,” he says.

“It’s not just about the first life of the truck because they last a lot longer than the three-five years the initial owners might have them for. As the new market matures, the used market does too but it is a lot harder for them.”

The final, encouraging, words about the natural gas market go to Martin Flach: “Stralis NP makes natural gas a viable solution for ALL applications. From traditional things like as urban distribution and municipal – to regional, national and international long haul transport,” he says. “It’s the first truck of its kind that’ll be chosen not just for its low emissions – but more especially for its low TCO – and, for natural gas, this marks a historic change. From being a fringe element, sustainability-driven choice – to a practical, TCO-driven choice. From being a specialist, niche market alternative – to being a mainstream volume, ‘suitable for all’ market.”



The gas-powered Iveco Stralis

“While there is an increase in the overall cost, the total cost of ownership means that it can pay for itself in a relatively short space of time”

Experts give backing to CNG-powered vehicles

If you're worried or sceptical about just getting the view of the manufacturers, fear not. A study for the Department for Transport (DfT) by the Low Carbon Vehicle Partnership (LCVP) shows that dedicated gas commercial vehicles have potential to deliver significant greenhouse gas savings when a non-fossil, renewable or synthetic methane blend is used.

The work – *Emissions Testing of Gas-Powered Commercial Vehicles* – published by the DfT and supported by members of the LowCVP’s newly-formed Commercial Vehicle Working Group, recommends that the Government should continue to support the development of the gas vehicle infrastructure and gas-powered vehicles, particularly dedicated gas, while increasing the supply of low carbon/renewable methane as a sustainable transport fuel in order to realise these environmental benefits.

“This work shows that powering heavy vehicles with natural gas – and, particularly, biomethane – does have the potential to make a significant contribution to cutting emissions from this

hard-to-tackle sector of road transport,” says Andy Eastlake, LowCVP’s managing director.

The LowCVP was commissioned in 2016 to conduct a testing programme on the latest methane trucks to identify the performance of Euro 6 vehicles and identify the greenhouse gas impacts, highlighting any areas for further development.

Some key findings of the LowCVP report are:

- The Euro 6 dedicated gas vehicles tested through this programme exhibit very low levels of methane slip, typically adding less than 0.5% to the overall greenhouse gas impacts of those vehicles compared with the Co2-only case.
- The only after-market dual-fuel system tested, converting a Euro 6 diesel truck to diesel and natural gas operation, exhibited high levels of methane slip (sufficient to increase GHG emissions by c.20%).
- The aftermarket dual fuel (diesel/CNG) conversion of a Euro 5 vehicle exhibited high levels of methane slip (sufficient to increase greenhouse gas emissions by c.20-30%).

Address:
5 Gunnels Wood Park
Gunnels Wood Road
Stevenage
Herts
SG1 2BH

Telephone:
01438 986012
01438 986013 (Training Helpline)

Email:
enquiries@milebay.co.uk

Struggling to obtain your
FORS accreditation?

Let us help you with your journey.



Milebay Consultancy Ltd has a reputation built on professionalism and integrity, with results driven by industry knowledge, active involvement and understanding.

We offer a unique service to the transport industry for new businesses venturing out and requiring their first operators licence, as well as established businesses requiring help and guidance with their fleet and driver systems.

Our consultants and trainers are FORS accredited members and can offer help and advice in gaining your accreditation. Our training centre is Jaupt approved AC01554 offering driver CPC training and SUD that meet the WRRR standards.

At Milebay Consultancy Ltd we create bespoke documents for operators to meet the necessary requirements for achieving FORS accreditation in bronze, silver and gold.

Our Driver CPC courses cover the following:

- 📁 Loads & Load Security
- 📁 Vehicle Maintenance & Defect Reporting
- 📁 E Learning
- 📁 Drivers Hours Law & Tachographs
- 📁 Safe Urban Driving (SUD) / Van Smart
- 📁 Staying Legal

Other services we provide include the following:

- 📁 Operator Licence Awareness Training
- 📁 Driver 121 Training
- 📁 Manual Handling
- 📁 Post Accident Assessments
- 📁 Operator Audits
- 📁 Operator Public Enquiries
- 📁 Transport manager Services

www.milebay.co.uk



RED FORGE

ON VEHICLE WEIGHING SYSTEMS

Axle Load Indication & On-Board Weighing systems



BALANCING LOADS FOR 40 YEARS
SINCE 1976

Contact us today:
t: 01527 526 112
e: sales@redforge.co.uk
w: www.redforge.co.uk

Visit us on: **Stand 4G02**



fleettrak

SMARTER FLEET PERFORMANCE

TomTom Telematics Largest Supplier, Installer & Consultant

- The Most Comprehensive Fleet Management System on the Market
- Easy-to-Use Dashboards & Reporting Suite
- Saves Businesses an Average of 20% on Fuel and Maintenance Costs
- Proven to Reduce Risk and Improve Efficiency
- Future Proof Technology
- OptiDrive360 - Ground Breaking Driver Profiling
- Fuel Reporting & Harsh Driving Alerts
- Digital Tachograph & FMS Integration
- Active Driver Feedback, Job Dispatch, Communication & Navigation
- Signature on Screen, Vehicle Safety Checks, Android Platform Device

Single Camera to Multi Camera, DVR, Obstacle Detection, 3G Systems



- A Digital Recorder
- B Near Side & Off Side Cameras
- C Forward Facing Camera
- D Monitor
- E Rear View Camera
- F Left Turn Alarm

Contact us for more information

T: 01233 650 334

E: sales@fleet-trak.co.uk

W: www.fleet-trak.co.uk





4 Camera on-board CCTV
 4 & 8 ch Mobile digital video recording
 Cyclist detection and warning
 Reversing sounders
 Nationwide installation service



LEADERS IN VEHICLE SAFETY

Discounts available on all FORS packages

7" Digital Monitor

Forward Facing Camera

Side Camera x2

Reverse Camera



4ch Mobile 1TB DVR

SideSense Ultrasonic Side Detection Kit



www.transportsupport.co.uk

Transport Support

T: 01204 368111
 E: sales@transportsupport.co.uk

Units 10-12 Undershore Business Park
 Brookside Road, Crompton Way, Bolton, BL2 2SE

All of these cyclists are in the driver's blind spot...

Can YOU afford to take the risk?



We are the UK Specialists in Advanced Vehicle Protection Systems, committed to the design, supply and installation of safety systems within the commercial vehicle sector.

Save Time and money spent resolving disputes and accident claims.

Save Lives. The cost of installing safety systems is a small price to pay to prevent casualties and unnecessary deaths.



01656 721871
www.backwatch.co.uk

Proud to be associated with and approved suppliers to Transport for London



ANGLIA COMPLIANCE & TRAINING LTD.
www.angliacompliance.co.uk
info@angliacompliance.co.uk
 01376 550705
 07403 756919

FORS Consultant and Pre-Audit provider

Transport Management and Compliance Consultant

ISO9001:2015 Quality Management Systems Consultant and Auditor

YOUR COMPLETE COMPLIANCE SOLUTION

Driver CPC and First Aid Training Provider



drivercheck
www.drivercheck.co.uk

Keeping a check on your drivers

- Instant UK Electronic Driving Licence checking
- Direct Access To DVLA Data
- E Consent
- Northern Ireland Driving Licence Checking
- Foreign Licence Verification
- ISO 27001 Security Management Certification
- ADLV Approved Operator
- ADR Data
- CPC Information
- Digi Card Data
- Grey Fleet Management
- Validates Road Tax
- Business Insurance
- MOT
- Cost Effective Software
- ISO 27001 Security Management Certification
- 24 Hour Access to Online Portal

www.drivercheck.co.uk

Get your vehicle noticed in the right way!

...with the HGV Cycle Safety Warning Light

The device that helps to warn vulnerable road users from passing down the left side of your vehicle

RE-Tech UK
www.re-techuk.co.uk
0845 468 0812

For this and other cycle safety systems including CCTV and dashboard cameras, contact:

Amber valley leads the way in blind spot elimination

Indicator Alarmlight

The ultimate audible and visual warning system. Triggered by the indicator it warns the pedestrian or cyclist of the potential dangers.

Mutes with hazard lights to avoid confusion.

½ volume at night to avoid noise pollution

Also available is our speed module to switch the unit off over a pre-determined speed. This unit is being trialled by many blue chip companies where fleet safety is a high priority and has been specified by many fleets after successful trials

Stay safe with the ultimate audible and visual warning system from Amber Valley

Visit: www.amber-valley.com or call 0116 240 2986

Visit Jaama on stand 4H75 at the Commercial Vehicle Show, 25th - 27th April 2017 at the NEC, Birmingham

Key 2



...giving you the tools to run a safe, compliant & efficient fleet of vehicles & drivers



Jaama customers include:



Microsoft Partner
Gold Application Development



0844 8484 333
enquiries@jaama.co.uk
jaama.co.uk