

## The FORS Bronze Audit – Preparation and Content

The audit process is about providing evidence of systems, procedures and documentation that demonstrate your company can meet the required standards for entry into FORS bronze membership. The following information will help you to prepare for the audit, which will be carried out by an independent experienced auditor.

### Basic information

- Prepare a list of the vehicle types that your company uses; body type, gross vehicle weight and quantity will be required.
- Think about who is responsible for maintaining quality standards within the company.
- Read the FORS Standard (included in the attachments sent with your booking); it will really help you to understand what's involved.

### Vehicles

- Gather together written information about your servicing schedules and records, driver checks, tax and insurance.
- Think about vehicle incidents and in particular policies, insurances and preventative or reactionary measures. Any documents that can demonstrate the company approach will need to be shown to the auditor.
- Do you hire vehicles? If so, you will need to explain how this is done and provide evidence of the company policy when it comes to short term hire.

### Drivers and journeys

This section forms a large part of the audit.

- The auditor will need to understand how you manage driver licenses, how you assess new drivers, what training is offered to drivers (including driver CPC) and the management of vehicle allocation to drivers.
- Do you have a working time and drivers hours' policy? Is there a way of monitoring working time? How are drivers' hours' taken in to consideration when planning a route? What is the process for tachograph management, calibration and sealing? What is the process for maintaining employee health and fitness? The auditor will need to understand the situation...
- What is the company policy for managing driver speeds? Are the fines paid by the driver?
- Do you use agency or sub-contracted drivers? You will need to provide evidence of how the company manages this.

- Have you focussed on the issue of vulnerable road users? What have you done to mitigate the risks? This is an increasingly important consideration, particularly for commercial vehicles in an urban environment.
- What is the process for dealing with the congestion charge or road tolls? Do you have a company policy that explains how this will be managed? How does the company deal with the use of mobile phones while driving?
- The auditor will need to understand the health and safety culture within the company and will need to see any policy documents, will want to gauge the level of training and awareness across the company and who is responsible for managing health and safety.
- Do you have risk assessments for employees who work on or around the vehicle? Is there a company policy for ensuring safety when working on the catwalk / accessing the vehicle cab? Is there a safe system of work, including loading or unloading? If you have trailers, what about coupling and uncoupling procedures? Is site safety managed effectively when a vehicle is manoeuvring or reversing? Discuss the processes with the auditor and show documents that can help to explain this.

## Operations

- Do you have an operator licence policy? How do you manage processes directly connected with the operator licence?
- How do you manage and monitor costs associated with penalty charge notices? Is there a policy for payments and penalties?
- Do you have a waste management licence or carry goods that are subject to ADR?
- How do you keep up to date with legislation and industry news?
- Is there a process for managing fuel costs and usage, and is there a company policy for this?
- Do you benchmark your fuel efficiency internally or with other companies in the industry?

## Checklist

To help you prepare for audit, we've put together a list of documents that the auditor may need to see;

- Company policy documents and related files or programs
- Operator licence and any other licenses specific to the transport of passengers, goods or waste
- Employees handbook and / or Driver's handbook
- Driver contracts (including sub-contracted or agency)
- Company structure / organogram
- Fleet list
- Training manual
- Health and Safety poster
- Insurance certificates (Employers liability, public liability and goods in transit – where applicable)