



**Audit details**

Company name	Cheetah Courier & Logistics
FORS ID	8386
Operating centre name	6 Maxted Road, Herts, HP2 7DX
Contact name	Dave Woodage
Date of audit	12/12/2017
Type of audit	Follow up audit
Contractual reason	

**Audit result**

Management	Pass with comments
Vehicles	Pass
Drivers	Pass with comments
Operations	Pass
Overall	Pass

**Operating Centres**

Do you require accreditation across all of your operating centres?	Yes
How many operating centres does your company have in total?	1
Do all of your operating centres operate under the same policies and procedures?	Yes
Total number of audits required for company accreditation:	1 audits

Audit number x of x	1 of 1
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**Please complete all mandatory red boxes**

Start Time	19:30
End Time	20:00

**Present audit findings**

Number of major action points	0	
Number of minor action points	3	

If the audit result is a fail, you will be required to undergo a follow-up audit within 30 days of notification of the audit result. If you do not have a follow-up audit within 30 days of notification of failure of the audit, this will result in another initial audit having to be conducted.

Describe the type and scope of fleet operations	Cheetah Courier & Logistics a Family run courier company for nearly 40 years, is a business serving multiple customers products also carrying pallet track daily delivery throughout the uk with a mixed fleet of vehicles.
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What is the organisation's objective to attain or continue FORS accreditation?	Cheetah Courier & Logistic have decided to join the FORS accreditation for Customer and contractual reason, also to improve compliance and procedures in a very competitive market.
Additional Notes	

## Introduction

This spreadsheet covers Annexes 3, 4 and 5 of the Fleet Operator Recognition Scheme standards and is broken down as follows:

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Version Number	4.1
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## Auditing

Auditors shall review a random sample of client vehicle records for conformity at all audits dependent on fleet size:

- 1 - 3 vehicles - 100% of vehicle records will be checked
- 4 - 10 vehicles - three vehicle records will be checked
- 11 - 20 - 20% of vehicle records will be checked
- 21+ - at least five vehicle records will be checked

The objectives and timings of any audit shall be reiterated in an opening meeting at the beginning of any audit

'Audit notes' should record where evidence of meeting the requirement was found (such as a named document) and explain its level of adherence to the requirements. Sole traders will need to demonstrate at least verbally that they have a comprehensive understanding of all requirements for a safe and legal operation. The 'outcome' shall be expressed as either a pass, major action point, minor action point, or an observation.

Reporting	Usage
Pass	Fully satisfied all requirements
Observation	Satisfied all requirements but advice given for consideration
Minor action point	Satisfied requirements but with some minor issues
Major action point	Requirements not satisfied and in need of timely corrective action

A copy of the completed audit checklist will be discussed with the client at a closing meeting at the end of any audit. The auditor should discuss his/her recommendation but highlight that it will be subject to verification.

### Post-audit processes

A person within the certification body other than any auditor involved with a given audit shall review the contents of any completed audit checklist prior to forwarding to the scheme administrator

Any audit checklist shall be typed into this spreadsheet and emailed to the scheme administrator in electronic MS Excel format within 2 working days from the date of the audit.

Certification bodies shall report any misuse of the FORS scheme marks or wording to the scheme administrator, this may involve the review of client paperwork and vehicles bearing the FORS logo

Certification bodies shall inform their client of the scheme administrator's certification decision

Auditors shall complete 100% of the audit checklist (in the annex to the FORS requirements) as a record of the audit.

## Company details

The following form shall be completed by certification bodies undertaking audits and accompany relevant completed checklists in all cases

FORS ID	8386
Company name	Cheetah Courier & Logistics
Operating centre name	6 Maxted Road, Herts, HP2 7DX
First line of address (Street)	6, Maxted Road
Town	Hemel Hempstead
Postcode	HP2 7DX
Country	UK
Contact name	Dave Woodage
Position	Operations director
Contact phone	01442 233 333
Email	dave@cheetahcouriers.co.uk
Number of employees	45
Do you use sub contractors /owner drivers?	Yes
If yes; Does your company policy state that sub contractors/owner drivers must adhere to the FORS standards?	No
Do you maintain records (Operator Licence, insurance, medical, safety etc.) on owner drivers/sub contractors centrally?	No
Are you joining FORS for contractual reasons? If yes please check the contracts that you are/ will be working on.	<input type="checkbox"/> TFL <input type="checkbox"/> Crossrail <input checked="" type="checkbox"/> None <input type="checkbox"/> Vinci Construction <input type="checkbox"/> Other Local Authorities <input type="checkbox"/> MACE <input type="checkbox"/> Other Private Contractor
Certification body	Fleet Source
Auditor name	Graham Paterson
Auditor number	1113

I declare that I have not been involved in helping this company to prepare for this FORS Bronze audit	Please tick to confirm <input checked="" type="checkbox"/>	
I declare that I have completed the following Pre-audit checks in preparation for this FORS Bronze audit: (Please tick to confirm each action)	<input checked="" type="checkbox"/> Office of the Traffic Commissioner (TAN database) <input checked="" type="checkbox"/> Traffic Commissioner A&D Register <input checked="" type="checkbox"/> Company Website	<input checked="" type="checkbox"/> FORS Complaints Register <input checked="" type="checkbox"/> Notification from Certification Body of any known issues <input checked="" type="checkbox"/> General pre audit checks
Date of audit	12/12/2017	
Audit start time	19:30	
Audit finish time	20:00	



Category	Type	Fuel type								Totals
		Diesel	Petrol	Biofuel	Gas <sup>1</sup>	Electric	Fuel Cell <sup>2</sup>	Hybrid	Other	
Bus	17 passenger seats and over									
Coach	17 passenger seats and over									
Minibus	9 -16 passenger seats									
Car	up to 8 passenger seats									
Motorcycle										
Other	List...									
Trailer		7								7
Sub-total										
<b>Total</b>		29								29

1 Fossil fuel/non fossil fuel based

2 Hydrogen

Category	Additional Safety Equipment Fitted Vehicle Type	Safety Equipment (Quantity of vehicles fitted)							
		V/VI Mirrors	Side Protection	Audible Turn Left	Dvr Incab Warning	Camera Front	Camera side/rear	Audible Reversing	Other Equipment
Lorry	Rigid	16	16	0	0	16	0	16	
	Articulated	7	7	7	7	7	7	7	
	Drawbar								
Van	All Weights								
PCV	Bus								
	Coach								
	Minibus								
Miscellaneous	Car								
	Trailer	0	0	0	0	0	0	0	
	Motorcycle								
Other	List...								
<b>Total</b>		23	23	7	7	23	7	23	

Percentage of lorries with equipment

100% 100% 30% 30% 100% 30% 100% 0%



Type of audit	Follow up audit
Audit level	Bronze
Describe the type and scope of fleet operations	Cheetah Courier & Logistics a Family run courier company for nearly 40 years, is a business serving multiple customers products also carrying pallet track daily delivery throughout the uk with a mixed fleet of vehicles.
What is the organisation's objective to attain or continue FORS accreditation?	Cheetah Courier & Logistic have decided to join the FORS accreditation for Customer and contractual reason, also to improve compliance and procedures in a very competitive market.

**Bronze audit checklist**

'Audit notes' should record where evidence of meeting the requirement was found (such as a named document) and explain its level of adherence to the requirements. Sole traders will need to demonstrate at least verbally that they have a comprehensive understanding of all requirements for a safe and legal operation. The 'outcome' shall be expressed as either a pass, major action point, minor action point, or an observation.

**Audit declaration (to be read out by the auditor before starting the audit against the requirements)**

The information supplied during this audit shall be a true reflection of the company's activities, policies and procedures that are in place and evidenced at the time of the audit. Any declaration made during the audit and subsequently found to be untrue may lead to suspension or termination of your FORS accreditation. In accordance with the FORS Terms and Conditions section 8.2.1 the data in this report may be shared on a case by case basis.

I confirm that I have read the audit declaration to the organisation prior to the start of the audit

Code	Requirement	Audit notes	Outcome
M1	<b>FORS policies and procedures manual</b> Fleet operators shall document policies and procedures covering all the mandatory requirements of the FORS Standard	Cheetah Courier & Logistics have a set of policies and procedures and they incorporate the FORS requirements and standards. These include but are not limited to VRU, Health and Safety policy, risk assessments a Transport policy employee handbook and a RHA drivers handbook version DR013. The folders are reviewed annually and was updated on 6/11/17 by Dave Woodage the Operations Director, and Transport Manager, Supported by Debbie Woodage the Admin & H & S Co-ordinator.	Minor action point

M2	<p><b>Organisational structure and responsibilities</b> Fleet operators shall have a description of the responsibilities of, and links between, senior management and daily operations personnel</p>	<p>The company have an electronic and hard copy structure chart in place reviewed on 6/11/17 this shows John Pritchard the Managing Director, Sue Pritchard Company Secretary, Lewis Pritchard Director, Dave Woodage Operations Director and Transport manager, Debbie Woodage H&amp;S and admin coordinator, Lewis, Dave, and Debbie all have daily links and contact with the drivers the warehouse and office team</p>	Pass
M3	<p><b>Responsible person/s</b> Fleet operators shall have a formally appointed, qualified (where necessary), trained and experienced person or team in place to run the transport operation and to maintain continuous and effective control</p>	<p>Dave Woodage the responsible persons for the transport function he has 30 years' experience as a Transport Fleet Manager and Director, David holds a RSA CPC taken December 1987, number 15938005. And an International taken March 1988 RSA 15938021 Dave has daily management and control of the transport and fleet function.</p>	Pass

M4	<p><b>Regulatory licensing</b> Fleet operators shall hold all regulatory licenses necessary for their operation (where applicable)</p>	<p>Standard National OF0221556</p> <p>The company have a Standard International O licence in place, OF0221586 for 25 Vehicles and 10 Trailers, they operate 23 Vehicles and 7 trailers and have scope on the licence, the operating address is, Cheetah House, 6 Maxted Road, Hemel Hempstead, HP2 7DX and a second site Troy Mill, Old Uxbridge Road, Rickmansworth, WD3 9YD, for 5 Vehicles and 0 Trailers however the site does not operate currently, Dave Woodage is the responsible nominated Transport Manager. The company operate a waste carrier licence CBDU164325 expiry date 2/8/2020.</p>	Pass
M5	<p><b>Communication</b> Fleet operators shall demonstrate that company policies and procedures are communicated to all staff</p>	<p>The company communication is by toolbox talks, by notice board information or verbal communication regarding procedure and health and safety notification and other relevant information from Dave to the drivers. The company have a FORS operations folder and transport policy this contains all company policy and procedures and RAMS that were reviewed and updated on 6/11/17 by Dave and Debbie. The documents RAMS and handbook were copied and signed for by the drivers. The documents and transport policy, and the RHA drivers handbook were evidenced at the audit.</p>	Pass

M6	<p><b>Document review</b> Fleet operators shall have their policies and procedures for the transport operation reviewed by senior management at least every 12 months. This shall include the FORS Standard requirements</p>	<p>All documents policy and procedures and RAMS were reviewed on 6/11/17 by Dave Woodage TM and Debbie Woodage H&amp;S admin. The FORS folders, Transport employee and RHA handbooks covers all the FORS standards and requirements. A record of the review meeting is kept and actioned by Dave and Debbie and is communicated verbally to John Pritchard MD and Sue Pritchard Company Secretary.</p>	Pass
M7	<p><b>Complaints</b> Fleet operators shall have a fully functioning complaints system that feeds into decision making and shall ensure that any complaint made against the company is reviewed and acted upon appropriately in order to prevent recurrence</p>	<p>The company have a policy and procedure regarding complaints that was reviewed 6/11/17. The company keeps log of all complaints managed by Dave and Debbie and when received they are investigated, actioned, and resolved, the complaint is then closed. The company also analyse the file for common trends regarding PCNs, PG9, A&amp;D, fines, or any charges or complaints the company may receive.</p>	Pass
M8	<p><b>Transport fines and charges</b> Fleet operators shall have a policy in place to investigate and analyse all transport related fines and charges received</p>	<p>The company have a policy and procedure in place this was reviewed by Dave and Debbie on 6/11/17. The Company policy requires that all transport fines and charges etc are entered onto the log, referenced, actioned, and investigated this is inclusive but not limited to FPN, GFP, LLC, congestion charges and any PG9. It is noted that the drivers are required to inform the office of any issues or fines. The company pay the fines, but the drivers must pay any charges that are deemed as driver at fault. Trends are analysed by Dave.</p>	Pass

M9	<p><b>Transport updates</b> Fleet operators shall have a process for keeping up to date with developments in the fleet and road transport industry</p>	<p>The company use RHA membership updates member number 0011200, DVSA, DVLA, HSE information services the Highway's Agency and receive updates from FORS and TFL. They also subscribe to several transport magazines for updates and information.</p>	Pass
M10	<p><b>Information management</b> Fleet operators shall ensure that all legal and operational fleet information is adequately maintained and managed, particularly around driving standards</p>	<p>The company have policy and procedures on a paper and PC based system and are copied in a FORS operations folder and the transport policy handbook supported by a RHA drivers handbook, they are reviewed annually, the last review was held on 6/11/17 by Dave and Debbie. Any updates or changes that are made are communicated to the drivers by toolbox talks, verbal or What's App, and signed for.</p>	Pass
M11	<p><b>Tyre and fuel management</b> Fleet operators shall record and manage tyre wear, condition and disposal, and monitor and manage fuel consumption</p>	<p>Policy and procedures are in place and were reviewed 6/11/17 by Dave and Debbie. Tyres are managed as part of the drivers vehicle walk round check, all tyre pressure and condition are managed by the drivers. DTM Tyres of Hemel Hempstead HP3 ONW supply and dispose of used and worn tyres, a waste transfer certificate CBDL 111678 expiry ongoing was evidenced at the audit. Fuel from the company's own bunkering is managed on a PC and paper based system from the driver worksheet generated weekly then signed off by Dave and Debbie. The policy and procedure were reviewed on 6/11/17 by Dave and Debbie. The drivers record vehicle mileage and fuel drawn, this data is analysed from the record sheets, and any discrepancies are investigated they also monitor CO2 Emissions and MPG by vehicle. The vehicles are fitted with a Microlise telematics system that measure fuel usage, Idle and driver style.</p>	Pass

Code	Requirement	Audit notes	Outcome
V1	<p><b>Inspection and maintenance plan</b> Fleet operators shall have a vehicles and equipment inspection and maintenance plan which maintains the record for servicing and repairs of vehicles and specialist equipment</p>	<p>Vehicles and trailers are serviced every 6 weeks, a vehicle maintenance schedule is kept on the office wall and PC based diary system, this includes service, MOT, LOLER and VED. The schedule is more than the required 6 months and is planned to the end of December 2018. The inspections and maintenance are carried out by John Arnold, MAN agent who also carry out the brake testing when required. 5 sets of vehicle files were evidenced at the audit, the documents are in good order and are kept beyond the required 15 months. Vehicles checked, CH67 TAH, MOT due Sept 18, VED due Sept 18, Tacho 10/8/19, last service 28/10 previous 8/9/17. GN14 ZDA, MOT due July 18, VED due June 18, Tacho 5/7/18, last service 25/11, previous 14/10/17. GN63 DND. MOT due July 18, VED due June 18, Tacho 28/7/18, LOLOR 8/11/18, last service 18/10 previous 6/9. DE12 RXR, MOT due June 18, VED due Aug18, Tacho 20/4/18, LOLOR 6/5/18, last service 25/11, previous 16/9. WX16 MVZ, MOT due July 18, VED due Aug 18, Tacho 29/4/18, last service 30/11/17 previous 18/10/17.</p>	Pass
V2	<p><b>Defect checks</b> Fleet operators shall ensure that vehicles are checked before the first use of that vehicle in a driver's shift</p>	<p>The company have a policy and procedure in place for pre-op checks using company pre-op check booklets, they carry out weekly supervisor checks, this was reviewed 6/11/17 by Dave. Evidenced at the audit were several defect reports and repairs that were actioned and signed off and kept beyond the required 15-month period. Minor repairs are carried out in the in-house and major repairs are carried out by John Arnold and signed off, the files contain defect sign off document and the repair documents. The defect documents are evidenced at audit, GJ12 ZPN 4/11/17 wing mirror damaged, GN14 ZCO 7/11/17 NS mirror Damaged, GJ12 ZPN, 7/11/17 RH front light not working, SJ16 NAA 13/11/17 EDA warning, RF16 XUD, 6/11/17 OSF bulb. The procedure followed is very robust with defect documents kept beyond 15 months, weekly supervisor checks and actions were evidenced, this is complimented by a whole fleet regular tyre check by DTM.</p>	Pass
V3	<p><b>Insurance</b> Fleet operators shall hold a minimum of:</p>		

V3.i	Third party insurance or self-insurance for the whole fleet	Company:	QBA	Pass
		Ref:	Y1081167FLT011717	
		Expiry Date:	29/10/2018	
		Notes:	All company vehicles.	
V3.ii	Employers' liability insurance held for the business.	Company:	Amlin	Pass
		Ref:	PP9233696	
		Expiry Date:	29/10/2018	
		Notes:	Up to £5 m.	
V3.iii	Public liability insurance (where applicable)	Company:	Amlin	Pass
		Ref:	PP9233696	
		Expiry Date:	29/10/2018	
		Notes:	Up to £5 m.	
V3.iv	Goods in transit insurance (where applicable)	Company:	Amlin	Pass
		Ref:	PP9233696	
		Expiry Date:	29/10/2018	
		Notes:	At rates applicable to load and load type	



V3.v	Any other relevant insurance specific to the actual operation (where applicable)	Amlin,PP9233696,29/10/2018. At rates applicable to incident and type of damage	Pass
V4	<b>Vehicle excise duty</b> Fleet operators shall ensure that the appropriate Vehicle Excise Duty (VED) is paid for all applicable vehicles, and that a SORN declaration has been completed for roadworthy vehicles not being used on public roads	The company have records of all due VED dates recorded on a vehicle planner and a copy of the DVLA VED form is entered into vehicle maintenance files when VED is paid. The company have no SORN vehicles.	Pass
V5	<b>Safe loading and load restraints</b> Fleet operators shall ensure that vehicles are safely loaded, that appropriate load restraints are used and that vehicles are not overloaded	The company have policy and procedures regarding safe loading and load security, this was reviewed by Dave and Debbie on 6/11/17. The company have detailed and up to date risk assessments and safe systems of work for vehicle loads reviewed on 6/11/17 by Dave and Debbie that follow the FORS standards and requirements. The drivers have been inducted and have signed off on all the risk assessments and safe systems of works and have up to date copies in the Transport Policy Handbook and the RHA Drivers Handbooks. The company do not carry any high loads at any time. Loads are secured using ratchet straps, the drivers monitor load weight and axle weights and have weight tickets for the loads, A log of training & induction is signed off regarding safe loading and load security this was evidenced at the audit.	Pass

V6	<p><b>PCV safe loading and load security</b>  Fleet operators shall ensure that vehicles are safely loaded, that luggage is distributed evenly across the axles, that on-board items are safely stowed and that vehicles are not overloaded</p>	PCV vehicles Not used by this company.	Pass
V7	<p><b>Vulnerable road user safety</b>  Fleet operators shall ensure that all vehicles over 3.5 tonnes gross vehicle weight are fitted with safety equipment to help protect vulnerable road users</p>	The auditee has confirmed that the organisation is compliant with all the requirements of V7 <input checked="" type="checkbox"/>	
V7.i	Prominent warning signage	The company operate a mixed fleet, a vehicle spreadsheet was evidenced. Prominent warning signage is in place, this is checked daily and weekly for good condition on the pre-op check sheets.	Pass

V7.ii	Side under-run protection	The company operate a mixed fleet and a vehicle spreadsheet was evidenced. Side underrun protection is fitted to each vehicle this is checked daily and at the end of the week for good condition and logged on the pre-op check sheets.	Pass
V7.iii	Class V and VI mirrors	The company operate a mixed fleet and a vehicle spreadsheet was evidenced, V and Vi mirrors are fitted on all the fleet, they are checked on the vehicle daily and end of week pre-op sheet.	Pass

V8	<p><b>Personal safety in or around vehicles</b>  Fleet operators shall risk-assess the potential for persons to fall from vehicles or trailers or subject themselves to risk through non-use of seatbelts on passenger vehicles, and limit the risk of unauthorised access to vehicles through proactive measures</p>	<p>The company have a policy and procedure in place regarding Personal safety this was reviewed by Dave and Debbie on 6/11/17. Risk assessments and Method Statements were reviewed on 6/11/17 and signed off by Dave and Debbie and if required were copied to the drivers via Toolbox talks, verbal communication or What's app messages that are signed off. This is supported by the Health and Safety policy and procedures documentation. The policy and procedure cover but is not limited to 3 points of contact, load security and safety, use of seat belts, VRU, falls and working at height and covers all the FORS standards and requirements.</p>	Pass
V9	<p><b>Vehicle manoeuvring</b>  Fleet operators shall risk-assess, mitigate and control (where appropriate) risks from vehicle manoeuvring including driving forward, turning, reversing, towing, uncoupling and parking</p>	<p>The company have policy and procedures in place regarding vehicle manoeuvring that were reviewed and updated on 6/11/17 by Dave and Debbie. The Risk assessment and safe systems of work in relation to vehicle manoeuvring, cover all aspects of the requirement of the company operations. The company have in place a policy on risk assessments and method statements also reviewed and updated on 6/11/17 by Dave and Debbie. The policy and RAMS cover but are not limited to vehicle manoeuvring, reversing, safe vehicle parking, manoeuvring and VRU. The company have an accident and near miss reporting policy reviewed by Dave on 6/11/17. Any incident or accident is recorded onto a log, actioned, and investigated by Dave for review and further investigation if required.</p>	Pass

Code	Requirement	Audit notes	Outcome
D1	<p><b>Licensing and qualifications</b>  Fleet operators shall ensure that licenses and qualifications of all drivers (including agency drivers) are checked using a risk-based verification system that directly accesses the DVLA database. This shall be done prior to driving and then at least once every six months</p>	<p>The company carry out licence checks using the Sun Alliance checking service. Copies of all licences and qualifications are kept in the drivers folder and on a PC based log, the company are aware and work to the FORS risk based system. The last check was completed on a three monthly and live rolling Sun Alliance system that sends notification of any change or action required direct to Dave he also carries out his own 3 monthly checks , that were evidenced, The company have five drivers on 3 points, a spreadsheet of the checks was evidenced, also the Sun Alliance check evidenced showed live notifications and had a RAG report on drivers with points, the company policy and handbook also reference that driver must inform the company of any endorsements or disqualification received.</p>	Pass
D2	<p><b>Driving standards</b>  Fleet operators shall require that anyone driving on business shall drive within the rules of the Highway Code (with the exception of when under specific direction of the relevant police) and the company policy at all times, and pay particular attention to vulnerable road users</p>	<p>The company have policy and procedure in place regarding driving standards that were reviewed and updated on 6/11/17 by Dave and Debbie. The policy and procedure and other documents cover but are not limited to Drink and Drugs, Speed, in cab safety, a mobile phone policy, and a Fatigue Policy that gives instruction regarding the reporting of near miss, incidents, and accidents that is compliant to the FORS standards and requirements. The drivers are advised to drive within the rules of the Highway Code, they have been issued and signed for a copy of the company transport policy and RHA handbook that has detailed information and advice regarding vulnerable road user's, and all drivers are issued with a current copy of The Highway Code.</p>	Pass

D3	<p><b>Induction training</b> Fleet operators shall, as part of the induction process, ensure that drivers and line managers complete appropriate training on all aspects of the business, focusing particularly on the health and safety of employees and vulnerable road users</p>	<p>The company carries out driver assessment and familiarisation, they maintain all records of training that are also used for development and training (PDP). The induction includes a driving assessment, Health and Safety procedure, eye sight checks, a health and fitness declaration and a medical history document, the drivers are then given copies of the company transport policy, RHA handbook and the current Highway Code, a signed paper signed log was evidenced at audit. The policy and procedures that include, Driving Standards, Vulnerable Road Users policy that sets out the expected standards and requirements. All policy procedures, RAMS were reviewed on 6/11/17 by Dave and Debbie and if required re-issued and signed for by the drivers.</p>	Pass
D4	<p><b>Professional development</b> Fleet operators shall ensure that drivers and line managers undergo approved progressive training and continued professional development with particular attention to the safety of vulnerable road users</p>	<p>The company have a policy and procedure regarding driver development and training, a PDP and matrix is not currently in place, only 9 modules have completed on eLearning. Dave has plans for completing eLearning by all drivers by mid-December and to have a matrix in place, this does not meet the FORS standards and requirements and is a major action point.</p>	Minor action point
D5	<p><b>In-cab technology</b> Fleet operators shall not cause or permit a driver to use a handheld mobile phone while driving, and where possible they shall restrict the use of any distracting in-cab technology while driving</p>	<p>A mobile devices policy and procedure and RAMS was reviewed on 6/8/17 by Dave and Debbie, that gives drivers detailed information and advice on the regulations and offences in regard using any devices handheld or hands-free. It is the company policy the vehicle must be safely parked when operating any devices or sat navigation, the policy states failure to comply will result in a disciplinary investigation. The drivers policy and RHA handbook also reference mobile devices the policy also refers to the regulations in the current Highway Code.</p>	Pass

D6	<p><b>Health and safety</b> Fleet operators shall ensure that driving risks and workplace transport safety are controlled via a working health and safety policy and that vehicle-specific health and safety advice is given to drivers</p>	<p>The Company have a written H&amp;S policy signed by the Director John Pritchard and this is displayed on the company notice boards. The policy and procedures were reviewed on 6/11/17 by Dave and Debbie regarding driver and vehicle safety that covers but not limited to VRU, driver standards, the policy also covers the reporting of near misses, accidents, and incidents. They are logged, investigated by Dave and any action or training taken if it is required before they are closed off.</p>	Pass
D7	<p><b>Driver fitness and health</b> Fleet operators shall be proactive towards managing driver fitness and health</p>	<p>The company carry out six monthly eye sight checks, by paying for the drivers to go to local opticians for eye tests, a six-monthly check was carried out but not recorded, Dave has stated he will carry out scheduled on the planner the eyesight checks will be by the Online VU check at the required distance by either Dave or Debbie the results will be recorded as pass or fail. The company policy and procedures cover but is not limited to the misuse of drugs and alcohol, driver fatigue, and a medical health questionnaire that drivers must inform the company of any prescription medications or medical conditions that may affect their ability to work or drive. Due to no recorded or evidenced eye sight checks this is a major action.</p>	Minor action point
D8	<p><b>Drivers' hours and working time</b> Fleet operators shall have policies and procedures to manage both drivers' hours and total working time</p>	<p>The company have a policy and procedure that was reviewed 6/11/17 by Dave and Debbie that covers, EU regs and Working Time Directive. the drivers are required to complete a weekly download of the drivers card and monthly for the vehicle data, these are signed off by the transport team the data is kept on a PC based OPTAC 3, the system also records WTD. The company has information in the transport policy that gives information on WTD and the requirements. The WTD is over a 17-week reference period the records are maintained and kept beyond 24 months. The vehicles carry spare tally rolls.</p>	Pass

D9	<b>Driver infractions</b> Fleet operators shall record and monitor all driving infractions and take remedial action to minimise future recurrence	The company have in place a procedure that was reviewed on 6/11/17 by Dave and Debbie Where any driver infractions are logged, this includes but is not limited to any fines, charges, PCN, NIP's, bus lanes, box junctions, speeding or other driving offences and is inclusive of WTD issues. It is noted the company require the drivers to pay any fines that are found to be at driver fault, if infractions continue the driver will be forwarded for re training or to the company disciplinary procedure. The company have no current record or report to the FORS complaints register and no actions by the DVSA or traffic commissioner.	Pass
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Code	Requirement	Audit notes	Outcome
O1	<p><b>Routing and scheduling</b> Fleet operators shall ensure that the most safe, efficient and appropriate vehicles are used, and that any vehicle routes to sites or premises are carefully selected and adhered to unless directed otherwise by a relevant authority</p>	<p>The company have a Vehicle Routing and Scheduling policy that was reviewed 6/11/17 by Dave he plans their work using a PC based system and day diary, the plan considers driver availability, vehicle type, area covered, weight and axle weight, no high loads are carried by the company. the drivers must follow any specific instructions from the company regarding parking, restrictions, time or environmental restrictions or specific requirements. the planner endeavours to use the most suitable available vehicle in the area.</p>	Pass
O2	<p><b>Specialist goods and abnormal loads</b> Fleet operators who transport hazardous waste, dangerous goods and / or abnormal loads shall have a written policy to ensure they are handled and transported in compliance with the appropriate regulations, and will appoint a qualified DGSA where necessary</p>	<p>The company do not carry hazardous or specialist goods or abnormal loads.</p>	Pass

O3	<p><b>Incidents and insurance</b></p> <p>Fleet operators shall ensure that incidents, collisions and reported near-misses are documented, investigated and analysed, and that insurance claims are monitored, reviewed and acted upon</p>	<p>The company have in place an accident and near miss folder, a PC based system managed by Dave is in place and kept on the file any incident, or near-misses are recorded, investigated, and analysed. The incident, accident and near miss policy was reviewed on 6/11/17 by Dave he has direct regular contact with the insurance broker.</p>	Pass
O4	<p><b>Engine idling</b></p> <p>Fleet operators shall have a written policy and procedure to reduce instances of engine-idling</p>	<p>The company have a procedure and policy in place that was reviewed on 6/11/17 by Dave and Debbie. The company regularly reviews fuel usage and driver MPG returns for each vehicle, and advises drivers on the requirements of the impact on emissions and the cost of unnecessary engine idle. The company use a Microlise vehicle tracking system to measure Idle, driving standards, harsh braking and fuel usage, Dave discusses any idle issues with the drivers using the systems reports.</p>	Pass
O5	<p><b>Vehicle / equipment theft and unauthorised access</b></p> <p>Fleet operators shall reduce the risk of vehicle and equipment theft and limit the possibility of unauthorised or illegal access to vehicles</p>	<p>All vehicles are parked overnight at the secured yard, the company policy reviewed on 6/11/17 by Dave and Debbie states that the drivers must remove keys when the vehicle is unattended and to secure the vehicle. The transport and operational policy cover security of the vehicles, driver safety and parking in secure &amp; safe places when on breaks. It also advises drivers in key removal and securing the vehicle when parked up, that drivers must park in secure or recognised parking areas,</p>	Pass

## Overview and recommendations

### Reporting overview

#### Details of previous audit / action points

Evidence relating to previous action point resolution*	M1 D4 D7
Details of open action points from previous audits*	N/A

\* Mark N/A if there are no previous audits or action points

#### Present audit findings

Number of major action points	0
Number of minor action points	3

### Auditor recommendations

#### Bronze audit

Grant certification subject to any minor action point being satisfactorily addressed	Yes		
Not to grant certification (usually where one or more major action points have been issued)	No		
<b>Auditor's name(s)</b>	Graham Paterson	<b>Date</b>	12/12/2017

#### Audit result

Section	Result
<b>Management</b>	Pass with comments
<b>Vehicles</b>	Pass
<b>Drivers</b>	Pass with comments
<b>Operations</b>	Pass
<b>Overall</b>	Pass



