Fleet Operator Recognition Scheme (FORS) in London

**KeyWords:**
IT-technologies and solutions (for management and administration); Communication between businesses and authorities: coordination, consultation; Service quality and sustainability agreements/certification; Transport management, fleet management; Environmental standards and policy; Safety and security: measures, regulations, insurance; Data collection and statistics; Education and training

**Description:**
The London Fleet Operator Recognition Scheme (FORS) is a publicly-funded, voluntary certification scheme aimed at ensuring that fleet operators work lawfully and to best practice by meeting specified standard. It encourages behavioural change and is targeted at commercial operators, local authorities and procurement specialists. FORS generates actions by fleet operators as it requires them to meet standards and requires they demonstrate their safety, environmental and business efficiency performance improvement. In return fleet operators are awarded FORS awards.

**Benefits:**
A 6% improvement in fuel efficiency was measured on average for freight operators. In the first year, greater reductions in fuel use were recorded but it has been assumed that there is a continuous annual saving of 6% in fuel use, fuel cost and CO₂ emissions compared to before becoming a FORS member. FORS members recorded a reduction of 13% in the number of accidents. The operator benefits from FORS membership through public recognition and a better image.

**Success Factors:**
- Public sector decision to launch a scheme for recognition of professional quality in freight
- Increased compliance of the operators with regulation
- From the point of view of operators, the FORS label is a much higher recognition than other types of awards. It gives operators a very good image and enables the access to certain types of markets.

**Supported Strategic Targets:**
- For public actors: Highest safety and security
- For private actors: increase quality; image; increase safety and security
- For both: limited climate change, reduced emissions; compliance or the operators with current regulations

**Starting Point/Objectives/Motivation:**
FORS supports industry change with guidance, tools, training and workshops.
FORS demonstrates the outcomes of membership by obtaining evidence of behavioural change from the operators.
The principle for the 3 FORS award standards are shown in the figure below.
The bronze, silver and gold certification awards are given to operators after successful audits.
The bronze award is obtained following an independent audit of the lawfulness of the operations.
The silver award is given to operators actively committed to improve safety, environmental impact and efficiency.
The gold award is given to exceptional operators.
In addition to receiving these awards after successful audits, FORS members have access to courses on how to improve their performance, safety and fuel use.
The audits are performed by accredited FORS auditors.
The FORS workshops are offered by TfL and by consultants.
A FORS IT system is used to record the fuel and safety data of the participating operators’ fleets.
The FORS scheme is managed by Transport for London.
Case Description (Cont.): The uptake of the FORS certification system has been progressing since its inception in early 2008. It reached a level of about 20% of the entire fleet of trucks and vans operating on London roads by the end of 2012.

Case Description (Cont.): For a participating business, the costs of FORS membership are not substantial. The fuel use reduction and safety effects of FORS have been found to be substantial. It is estimated that FORS registered operators achieved a reduction in fuel use and in accidents. This reduction is assumed to continue year on year. In terms of the external costs of freight transport, based on an assumed value of 34 Euro per tonne of CO₂ saved, it has been estimated that the total benefit of FORS is approximately 50 million Euro in London for the whole duration of the scheme since it was started.

More information:

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Transport mode or supply chain elements:
Relevant supply chain elements
• Road transport: trucks and vans

Main actors involved
• Local authority: Transport for London
• Freight operators

Pictures: Progression and operators’ improvements during the FORS programme from Bronze to Gold Standard

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