

Van Operations



Van Excellence Gold Partners 2020

AA

bott

BRIGADE

Hertz


LEX AUTOLEASE

Quartix

 **TVL**
Trade Vehicle Locks

Contents

Welcome	3
What is Van Excellence?	4
Van Excellence Code	4
Van Excellence Operator Audit	5
What is the Van Excellence Audit?	6
Guide to Van Excellence	7
CALM (The Campaign Against Living Miserably)	8
Training: Driver Certificate of Competence	9
Van Excellence – Managing Van Operations	10
Van Excellence Operational Briefings	11
Vehicle Inspection Service	12
PCN Management Service	13
Fleet Management Software	14
Van Excellence Driver of the Year	15
Other services	16
Van Operational Consultancy	17
Driver pre-use defect check app	18
One Fateful Day	19
The need to lead	20
Fleet insurance	21
Van Excellence training courses	22
Van Shop products	29
Van Excellence Operator Audit enquiry form	33
Van Excellence: Guide to Van Excellence enquiry form	34
Essential driver's kit	35

***For more information contact
info@vanexcellence.co.uk***

Welcome

Given their flexibility, fuel efficiency and low operating costs, it comes as little surprise that the market for vans continues to grow. In fact, the number of vans operating in the UK exceeded over 4.3 million for the first time in 2018 and looks set to continue on its growth trajectory well into 2019 and beyond.

Vans are here to stay and the contribution they make to our economy is growing. However, along with their seemingly unstoppable growth comes a corresponding compliance and safety risk. And the simple fact is that while many van operators possess commercial acumen in spades, they do not always have the transport skills needed to ensure safe levels of compliance and professionalism.

For the van sector to thrive, rather than simply expand, it is essential that those who operate van fleets – from self-employed tradespeople to large companies – understand and adhere to the rigorous compliance regulations demanded of commercial vehicles.

That is where Van Excellence comes in. Our ambitions for UK van fleets are high. We want to professionalise them by creating a straightforward step-by-step process to compliance and road safety. We want to provide the resources, support and services companies need to make compliance both simple and fool proof. Above and beyond that we want to change the culture of van fleets, not just among drivers or their managers, but at board level too.

While we have made the scheme simple to follow, that is not the same thing as easy. Because Van Excellence is not about taking short cuts. It is about doing things properly. It is what good looks like. And it is about placing safety and compliance at the heart of all that we do.

The good news is that there is plenty of help and assistance available along your journey to Van Excellence. This directory tells you about the services and products that we and our partners can offer you in pursuit of your goal.



Denise Beedell
Policy Manager – Vans and Urban
National & Regional Policy



Sharon Mitchell CMILT
Head of Consulting and Standards

What is Van Excellence?

Van Excellence is a programme devised by the FTA to support van operators of all sizes and industry sectors. At the heart of Van Excellence is the Van Excellence Code; a code of practice written by the FTA along with many of the UK's best van operators to describe what we think good looks like when we're operating vans. The code broadly breaks down into four main areas; Vehicles, Drivers, Safe working practices and record keeping.

Van Excellence Audit

In addition to the guide, FTA also offers the Van Excellence Audit. This scheme enables any van operator to be independently audited against a set of unique industry-developed standards – The Van Excellence Code. The Van Excellence Code forms the basis of our audit and represents the current minimum best practice standards required to ensure the safe operation of van fleets.

What are the benefits?

Provides confidence to you and your clients that your operation is compliant with current legislation and best practice:

- Reduces corporate and operational risk
- Cost savings through adopting best practice procedures
- Improves operational efficiency with increased driver competence
- Promotes industry and customer recognition

Van Excellence Code

The Van Excellence Code forms the basis of our audit and represents the current minimum best practice standard required to ensure the safe operation of van fleets. Areas covered include the following.

The driver

- Licence validity
- Fitness to drive
- Driver induction
- Driver assessment
- Specialist training
- Hours and working time
- Speed limits
- Loading
- Mobile equipment and devices
- Towing
- Driver identification
- Incident investigation and action
- Driver skills

The vehicle

- Pre-use defect checks
- Vehicle maintenance cycles
- Equipment maintenance cycles
- Vehicle appearance
- Vehicle taxation
- Vehicle insurance
- Vehicle annual test

Safe working practices

- Risk assessment
- Loading requirements
- Carriage of external loads
- Driver and passenger protection
- Speed management
- Towing vehicles

Record keeping

- Record retention

See the full version of the code at vanexcellence.co.uk/code

Van Excellence Operator Audit

Case study: The AA

The AA's 2,800-strong van fleet works in challenging conditions. Although under 3.5 tonnes themselves, they go over this limit when towing breakdowns and, as such, work in the derogation zone of operator licensing; they respond to emergency calls; and they are distributed throughout the country with their engineers. Yet as a company which aims to keep motorists safe and mobile, the AA's own compliance must always be beyond reproach.

"We've always been heavily involved with road safety and believed our own compliance procedures for drivers and vehicles to be well developed," says Chris Wiltshire, Fleet Engineer. "However, we also think there is an important role for us in helping to cascade these standards to the rest of UK industry. Van Excellence was a good opportunity to show leadership and share our experience."

Steve says although the company was already operating with high standards, he believes the involvement with

"We have a high brand investment in road safety. Van Excellence is a good way of demonstrating that."

Steve Ives, Chief Engineer, AA

Van Excellence will benefit the company directly in the long run. "It's important to check that you are in fact reaching the standards you believe you are and external examination is a good way to do that," he says. "But I also believe that over time we'll be able to compare our practices in greater depth with those of other Van Excellence operators and maybe share and learn from different methods."

The AA has extensive driver management systems in place and its vans, which are managed by BT Fleet, enjoy a 96% first-time MOT pass rate.

"We have a high brand investment in road safety," says Steve. "Van Excellence is one way of demonstrating that."

Online: vanexcellence.co.uk/veopassessment



What is Van Excellence Operator Audit?

Our audit scheme enables any van operator to be independently audited against current best practice standards. FTA auditors audit operators against a set of unique industry-developed standards – The Van Excellence Code. (See page 4)

The benefits of operating to Van Excellence standards:

- Peace of mind in your compliance with current legislation and best practice
- Reduces corporate and operational risk
- Cost savings through adopting best practice procedures
- Provides confidence to you and your clients
- Improves operational efficiency and driver confidence
- The chance to share and compare with other fleets
- Industry and customer recognition

How does it work?

Operators seeking audit will be provided with a comprehensive guidance pack outlining the requirements of the Van Excellence Code, the audit process and the evidence our auditors are looking for.

A half-day audit is then booked at a location and date of your choosing. This audit looks at the systems your organisation employs to comply with the best practice standards within the Van Excellence Code.

Please note this is a process audit and we do not require access to your fleet.

Price: £671 per audit

See application form on page 33



Please watch our Youtube video at youtube.com/watch?v=hSDnr4Pkedw&t=7s

Save 30%
on the
Guide to VE
when you have a
Van Excellence
Operator
Audit



Guide to
Van Excellence
for just £185.50
(saving 50%) to
compliment your
accreditation!

Guide to Van Excellence

Following on from this we decided to write a guide to achieving the standards. This guide takes the code and breaks it down into best practice advice on how to set up processes to meet these standards. Written in clear, straightforward language, it is designed to help any operator to reach these standards, regardless of their operational experience; as a subscriber, you'll benefit from:

- An easy-to-use guide detailing best practice guidance on areas such as vehicle condition, safe working, vehicle standards, driver licensing, driver behaviour, compliance and training
- A dedicated website containing access to all the information online, regular email bulletins and free telephone access to our dedicated team of transport advisors

- Improved standards across your operation through expert guidance and support
- Peace of mind that you are effectively managing operating risk
- Cost savings through discounts on other FTA products and services
- Regular news emails
- Access to our highly regarded Member Advice Centre

Price: Members: £265

Non-members: £530

See application form on page 34



Please watch our Youtube video at
youtube.com/watch?v=hSDnr4Pkedw&t=7s

CALM and the CALMVAN

The **Campaign Against Living Miserably (CALM)** is an award-winning charity dedicated to preventing male suicide, the single biggest killer of men under the age of 45 in the UK. In 2015, 75% of all UK suicides were male, so join CALM campaigns to take a stand against male suicide and provides the tools needed to do this.

CALM offers support to men in the UK, of any age, who are down or in crisis, as well as challenging a culture that prevents men seeking help when they need it. It pushes for changes in policy and practice so that suicide is better prevented, as well as supporting those bereaved by suicide to ensure that everyone bereaved or affected by suicide is offered and receives timely and appropriate support.

If you need help, call CALM on 0800 58 58 58
thecalmzone.net

There is a growing recognition across van operators of all sectors and sizes that mental wellbeing is a significant issue across a workforce with a substantial number of lone and remote working and the pressures of the job including delivery deadlines, traffic and other road users.

Van Excellence's CALMvan initiative aims to raise awareness and start a conversation across the industry by providing a set of resources for drivers and their employers.



Training: Driver Certificate of Competence



Case Study: AAH Pharmaceuticals

AAH Pharmaceuticals is a leading UK pharmaceutical wholesaler, delivering medicines into pharmacies across the nation twice a day with its 980-strong van fleet. A founding member of Van Excellence, AAH volunteered to trial the Van Excellence Driver Certificate of Competence (VE DCC) training, which it originally ran with 22 drivers.

“The training is appealing because it was developed by both FTA and major industry operators so it is very useful and realistic. It’s not a course from a textbook,” says Distribution Services Manager Martine Smith. The company already has strong procedures for fleet compliance including a 13-week induction process for every driver – yet it will be building the Van Excellence DCC into its ‘Excellence in Pharmaceutical Distribution’ programme, covering all its drivers over the next three years.

“Drivers are tested with a 30-question multiple-choice paper. We tailored the training to include some of our own procedures to make it very engaging

and interactive,” says Smith. “Our drivers came out absolutely buzzing and full of positive feedback. They could not wait to get their results. My phone lit up.”

She says the team, who all passed, now wear their gold ‘Driver Ambassador’ badges with pride.

She says Van Excellence’s value has been both practical and inspirational. “We are passionate about what we do, and about Van Excellence. We enjoy our journey every day and our drivers enjoy it. And that makes for happy customers.”

This course can be delivered by FTA Trainers on an in-house basis or by your own trainers using our Train-the-Trainer option.

For more information and pricing see page 27

Key benefits:

- *Driver training tailored to the company*
- *Engaging, interactive and realistic*
- *Drivers left the course energised and engaged*
- *The test gives a greater sense of achievement and helps learning*



Van Excellence – Managing Van Operations



Case study: Network Rail

Network Rail is a rail maintenance company at the heart of revitalising Britain's railway. From the rejuvenation of King's Cross station and the upgrade and expansion of Thameslink, to Europe's largest civil engineering project – Crossrail – we are involved in some of the most ambitious and diverse ventures the UK has ever seen. This will help us deliver the better railway that is vital for the economic prosperity of this country, transforming how people travel and make a massive difference to passengers and freight users right across Britain.

We have a fleet of 8,000 LCVs, HGVs and cars used by over 19,000 drivers, whose core skills are in disciplines such as railway maintenance and civil engineering.

Network Rail's Safety Vision is Everyone Home Safe Every Day. It outlines the commitments which empower everyone to get home safely every day. It does not matter how long you have been on the railway, or how senior you are, we all have a responsibility to behave safely, and challenge unsafe behaviours and conditions when we see them.

As part of this commitment and to help its large number of drivers, Network Rail have engaged with the FTA to introduce some tailor-made training that is specific to the companies needs and policies. The aim is that this will improve the understanding of driving related risks and responsibilities throughout the business.

The course will be run by an external training company, who've taken the FTA Certificate of Van Excellence "Train the Trainer course" and will educate staff on the company's legal responsibilities when driving. These

trainers are now ready to start going out within the business to deliver these message to staff.

Network Rail are also introducing a new team of road vehicle compliance managers, who will be responsible for maintaining the standards and processes, to maintain Network Rail's compliance with current legislation. They will also provide professional and legal support relating to road vehicles, include health and safety advice.

"If you have drivers who are not compliant, it is often because their supervisors or managers do not understand compliance. Training is paramount on how you run your business, managers need to understand compliance and the systems in order for implementation of a system which demonstrates safety to staff and managers."

Price: £950+VAT per day

For more information and pricing see page 25

Key benefits:

- ***Compliance education is essential for managers and supervisors***
- ***FTA is flexible about incorporating company-specific information***
- ***Management training helps to spread compliance knowledge throughout the business***

Van Excellence Operational Briefings



Case study: Kelly Group

Telecommunications expert Kelly Group has divisions spanning telecoms, broadband and railway development. It runs a fleet of 1,800 vehicles, 90% of which are vans. Operations Director Dermot Coughlan regularly uses the Van Excellence Operational Briefings to stay up-to-date with legislative change and learn from the best practice experience of other fleets.

“I have been attending them for some time now,” he says. “In 2016 we sent six or seven members of the fleet department to Van Excellence briefings around the country. Fleet people do not typically get much chance to mix with like-minded professionals, and these are the only events which are oriented to the LCV market.”

Coughlan says the events are essential for warning them of upcoming legislative change. “There’s little point preparing once a law has come into force. This way we can plan ahead.”

He also finds the generosity with which Van Excellence participants and attendees share their experiences and

information valuable. “Fleet work can be very insular with little opportunity to benchmark yourselves or share ideas. At the Van Excellence events we all share our experiences, even if we are rivals, because it makes our people and the public safer. We do not compete in the realm of road safety.”

Every fleet which has gone through Van Excellence has improved something about how it runs, he believes. “Knowing best practice and knowing whether you are actually doing it are two different things,” he says.

88% of attendees of our 2018 Operational Briefings would attend again. Look out for more information on future events at fta.co.uk/events

Key benefits:

- *Keeps us up-to-date with legislation*
- *The chance to share and learn from other fleets*
- *Stops us being so professionally insular because we can talk to like-minded professionals*



Vehicle Inspection Service

Case Study: Asda

Supermarket giant Asda has strict policies for its HGV fleet and it engages FTA's Vehicle Inspection Service (VIS) regularly to provide evidence of its vehicles' roadworthiness. Senior Manager, National Fleets, Sean Clifton has extended that to its 2,000 strong LCV home delivery fleet, using this service.

"We have used the service since 2011 and it has become an important part of our compliance programme for the home delivery fleet. FTA's vehicle inspections are essential in providing compliance evidence that our vehicles are maintained to the standards we expect and they also give us an objective view of driver and service provider performance," says Clifton.

"The gate checks take a few minutes and can quickly pick up if the driver has failed to notice obvious defects. Longer inspections look for less obvious issues and these have a different value in understanding the performance of fleet management service providers."

More detailed inspections take time and so are conducted out of hours. "We're a very time-sensitive operation and FTA is good at flexing around our operational needs," says Clifton.

Asda's drivers are well versed in daily checks, and it also has a monthly tyre repair service from Bandvulc. Nonetheless it finds value in double-checking its own effectiveness. Points are accorded to each defect noticed, whether minor or more serious, and these are analysed against the vehicles' maintenance and duty schedules.

"The FTA vehicle checks help us make decisions around training, sourcing and service provision. It also allows me to talk to regional managers if there appear to be local issues with subcontractors or drivers," says Clifton.

FTA's Vehicle Inspection Service pride themselves on their flexibility and ability to provide solutions operators require. A popular option is our 'Gate Check' service, where we provide a weight and roadworthiness check, at a location of your choice. A report on each vehicle condition is provided.

**Price: £140.25 an hour for up to 4 vans
£280 for up to 8 vans**

Key benefits:

- *Provides compliance evidence*
- *Highlights the effectiveness of driver checks*
- *Shows the quality of maintenance provision whether through main provider or regional subcontractors*



PCN Management Service



Case Study: Alliance Healthcare

Alliance Healthcare is a national pharmaceutical distribution company. It makes twice-daily deliveries to high-street pharmacies five days a week and once on Saturdays. Many drugs require careful, secure or tightly regulated handling and so its drivers are obliged to park close to the store and deliver during working hours. For its three sites servicing London, which run more than 350 vans between them with over 100 inside the M25, these operational necessities come at a heavy cost in the form of hundreds of penalty charge notices (PCNs) each month.

“We were spending in the region of £20,000 a month and the job of responding to the notices in a timely manner, assessing where the fault lies and appealing if possible is very time-consuming and hard for our depot staff to do efficiently,” says National Logistics Manager Andy Blythe.

“FTA has become our independent arbiter of which PCNs are the result of driver misbehaviour (which we can charge back to the culprit) and which are access related. It has taken a huge administrative burden off us. The

notices are paid or appealed promptly which keeps fines to a minimum and FTA writes a tailored defence of each notice it challenges. “It has the contacts and the expertise to do this,” he says. “It has also analysed our hotspots where we have repeat offences. That’s enabled us to discuss changing the delivery slot or access point with customers so we can avoid the problem.”

Overall Alliance now has better management of its parking violations, better data and a much better appeal rate. Since using FTA’s PCN Management Service, Alliance estimates it has saved between 20% and 25% on PCN costs.

Price: £12 per notice

Key benefits:

- *Time-saving; prompt payment minimises fines*
- *Appeals expertly and individually handled, so better success rate*
- *Data analysis has revealed problem sites*
- *FTA lobbies the appropriate authorities for parking relaxation*



Fleet Management Software

Operating a van fleet is a challenge. Not only are you subject to a raft of legislation, you have to keep a close eye on costs too. FleetCheck is an online software solution designed for the complete management of vehicles, drivers, plant, machinery, documentation and policy.

We offer a choice of software packages to suit your fleet size and make-up, including bespoke functionality aligned to cars, LCVs, HGVs and Grey Fleet.

The Integrated Mobile App enables drivers to submit safety checks and more, removing manual processes and improving efficiency.

“We’ve worked alongside FleetCheck for a number of years now and have always been impressed with their fleet management software, their innovative approach and willingness to support their users. Running vans is one of the most costly and risky elements of many businesses’ operation. Fleet management is a complex business. FleetCheck and FTA can help – why not find out more?”

Mark Cartwright, Head of Vans, FTA

**For a free trial of the software please e-mail
info@vanexcellence.co.uk
quoting code VEFMS**

Data integration is made easy, with the option to import a multitude of external data streams to create a truly comprehensive fleet overview.

The intelligent reporting and the ability to monitor every type of expenditure associated with your fleet, will enable you to achieve optimum cost control.



Key benefits:

- *Account setup is quick and straightforward*
- *Automatic DVLA feed*
- *Online training that's easy to follow*
- *Extensive help materials available*

Van Excellence Driver of the Year

The FTA Van Excellence Driver of the Year Award celebrates the contribution made by professional drivers to fleets of all sizes, by highlighting their skill and expertise.

With more than 4.3 million vans operating on the UK's roads every day, it is vitally important that the very best van operators are recognised for their professionalism and high standards in such a crowded market. Every year, FTA holds its Van Excellence Driver of the Year Award and Young Van Driver of the Year Award to reward these individuals for their contribution to the van sector.

Stephen Hudson of Clayton Green, Lancashire achieved the 2018 Van Driver of the Year title after a rigorous assessment day at the Northern facility of Mercedes-Benz Vans UK Ltd, headline sponsor of the nationwide competition. He was overwhelmed to have won such a tough competition, commenting: "To be awarded the title of the best van driver in the UK is an absolutely fantastic achievement. I'm passionate about van driving and for my skills in this area to be recognised as the industry's best is an overwhelming feeling". He hopes this achievement will inspire other van drivers to be the best they can be, finishing, "this award shows that anything can be achieved with the right mind set – one of commitment, dedication and an endless thirst to become the best".

Key benefits:

- *Driver of the Year reminds the core business and the public of the professionalism involved in driving*
- *Raises awareness of road safety*
- *Banishes the spectre of 'white van man'*

The Young Van Driver of the Year award was presented to Luke Birchnall of Swadlincote, Derbyshire. He said: "I can't believe I've won the title of Young Driver of the Year! I was drawn to a career in this industry because I love driving. But more than that – I wanted to travel, to be challenged daily, to be my own boss and, ultimately, to work in a sector that's full of opportunities. To be recognised as one of the industry's best at this early stage of my career is an honour I never expected."

Stephen and Luke were pitted against 19 other finalists in a competition to complete a set of challenging tasks which cover all areas of their roles, including legislation, driving skills, risk assessment, and vehicle defect identification. Steven and Luke excelled in each of these tests, and were awarded for their exceptional technical skills, diligence, dedication, and compliance knowledge.



Other services

Recovery Services

fta.co.uk/recovery

FTA and the AA, both leaders in their industries, have joined forces to offer FTA Recovery. Our long established relationship means that FTA members can benefit from a discounted 'pay as you go' breakdown service that understands the needs of commercial operators.

FTA Recovery fixes more than 80% of vehicles at the roadside and arrives on average in around half an hour.

Free to subscribe to, this is a reduced rate pay-as-you-use service delivered by the AA.

Fuel Card

fta.co.uk/fuelcard

FTA recognises that fuel costs account for a significant percentage of annual expenditure and its successful management can be pivotal to the success of your profitability.

- Cards are free in the first year[†] and then a low, annual fee will take effect for each subsequent year (this fee enables you to keep managing your fuel costs with us)
- Diesel prices are fixed weekly so you can control your costs by budgeting and forecasting accurately
- Free fuel site locator mobile app for drivers
- The Fuel Card means you can:
 - save money
 - retain control over your fleet costs
 - minimise the hassle of managing fuel purchases and reporting

Fuel Price Information Service

fta.co.uk/fpis

Our Fuel Price Information Service, provided in partnership with Portland, is an additional subscription service available to FTA members, offering various levels of market information designed to make fuel purchasing simple and understandable.

Through access to Fuel Buying Tool Kits, we allow customers to see how fuel prices are calculated, enabling them to challenge suppliers on pricing, check costs against supplier/transport agreements and understand developments in the oil market.

Driver Licence Checking Service

fta.co.uk/driverlicence

To ensure you are complying with current legislation, it is important that managers have a robust procedure and audit trail when it comes to driver licence checks. This service provides various packages to help reduce your risk, save time and resource in doing it yourself and provide peace of mind that this area of driver management is covered

Also available are:

- Right to Work Checks
- Driver Risk Assessments
- Grey Fleet Management

[†]Cards are free in the first year and then £6 per vehicle thereafter. Applications will be subject to a credit check.



Van Operational Consultancy

fta.co.uk/consultancy

An independent perspective on difficult operational matters can not only provide answers but also unlock savings, increase performance and reduce risk you did not know you had.

Want to know where your current processes sit against Van Excellence standards?

Need support to develop and implement Van Excellence procedures?

Get help from the experts.

Our recently introduced Van Excellence Consultancy will provide a one-day consultation to:

- Review of policies and procedures against the Van Excellence standard.
- Provide recommendations for rectification of areas requiring improvement.
- Provide FTA templates for policies and risk assessments as identified.

FTA consultants have a rare breadth of experience drawn from an impressive range of organisations and sectors that they can bring to bear on the unique operational issues you might be facing.

Core consultancy services for vans

- **Van conversion consultancy** – Expert support and advice relating to the conversion of light commercial vehicles.
- **Van acquisition** – Guidance on how to procure your vehicle(s), looking at all types of vehicle acquisition.
- **Van selection** – Understanding which type of vehicle is best for your needs.

- **Van maintenance systems** – Understanding how you currently maintain your vehicles and identifying a more efficient option out there.
- **Routeing and scheduling for van operators** – Making the required number of deliveries in the shortest time with the fewest vehicles is the best way of taking cost out of a distribution operation, improving fuel efficiency and reducing costs.
- **Engineering investigations for van operators** – Where an independent investigation is required into the cause or the effects of a vehicle engineering issue like an engineering related failure, the cause of a collision, fault finding and rectification, or perhaps an objective review of a member's fleet to allow optimal planning and best whole life costs.

Price: £800 per day

(But can be longer for an additional fee.)

Enquire at info@vanexcellence.co.uk

**for more information go to
fta.co.uk/consultancy**



Van Excellence Driver pre-use defect check app

A driver pre-use defect check of their vehicle is at the heart of any good roadworthiness policy. That's why it has always been a mandatory requirement of the Operator Licencing system for truck operators and it is why it should be adopted by conscientious, responsible van operators.

For many truck operators a paper pre-use check form has provided the preferred procedure and with trucks, by their very nature, being based at operating centres the process is simple and straightforward.

Vans, however, are often operated very differently with most, if not all, of the fleet being remotely based makes this not an option.

That is why we designed the Van Excellence pre-use defect check app to mimic the simplicity of a paper form but coupled with the ability of a smart device[†] to deliver the check results quickly – including photographs of any identified defect – to the operator.

Displayed within a secure online portal, the operator can quickly see check results and easily set-up emailable alerts to identify faults reported, vehicles without checks etc.

Included in the check is a requirement for drivers to declare they are 'fit to drive' along with pre-configured monthly reminders around compliance issues such as speeding, loading and distraction.

The pre-use check itself is easily configurable by the operator allowing the addition of specialist items, for example towing equipment, as well as the development of bespoke checks to cover such as welfare vehicles.

The Van Excellence pre-use check app is a simple and cost-effective way for van operators to ensure their

checks are being completed properly and make their management simple and straightforward.

[†]The app is downloadable free of charge for Android and iOS devices at the PlayStore and Apple Store. Access to the required online portal is provided by FTA.

Price: £2+VAT per month per vehicle

Please contact us at info@vanexcellence.co.uk



Please watch our Youtube video at
www.youtube.com/watch?v=oA9KMYP6u2I



Key benefits:

- *Simple and straightforward to use*
- *Cost-effective*
- *Information at your fingertips*
- *Confidence your vans are being checked*

**For a free trial of the software please e-mail:
info@vanexcellence.co.uk
quoting code DCA**

One Fateful Day

We produced a series of short videos for our Van Excellence Operational Briefings in 2017 exploring the ramifications of a serious crash involving a van. The aim was to raise awareness of the impact such an incident would have on all involved including all employees of the organisation. This impact has been significantly increased since the introduction of specific sentencing guidelines for Health and Safety offences (1 February 2016).

Organisations often fail to recognise the reach of Health and Safety legislation into their 'Driving for Work' activities.

These videos are made freely available to remind organisations of their responsibilities.

Video 1: Setting the scene



A van operated by the apparently corporately responsible SME Paradise Gas Heating has been involved in a serious crash. Initial investigation makes it very clear that there are serious shortfalls in operational standards with a fatigued driver using an unroadworthy van. Failings in operational policies and poor management have all played a role.

Video 2: What has the driver to say for themselves?



With the support of the Central Motorway Police Group, we shot three 'mock interviews under caution'. The first sees the driver explain his actions and failure to abide by company policies and his disrespect for the law.

Video 3: The failings of the 'Manager for Transport'



The Manager responsible for the application of company policies admits in the second of the interviews that he does not have the time, expertise or support to properly manage their drivers and vehicles. He also recognises his culpability in making the phone call that distracted his colleague.

Video 4: The role of the Managing Director



The final interview demonstrates the MD does not grasp the importance of operating a van fleet in a safe and compliant manner. He does not recognise his role in setting the safety culture within his business and that extends to their 'Driving for Work' activities.

Video 5: The court case



A local news report on the outcome of the case. The driver was charged with Causing Death by Dangerous Driving, the Manager and company were both charged with Health and Safety offences.

To view the videos please visit
www.vanexcellence.co.uk/vevideo17

The sentencing guidelines for Health and Safety offences can be found at fta.co.uk/OFD



The need to lead

There are over 4 million vans on UK roads and rising. FTA wants to make sure these are 4 million compliant vans...

Mark Cartwright, Head of Vans at FTA, is quite clear about the many reasons why van operators have created, and continue to govern, the Van Excellence scheme. “The number of vans is growing substantially in the UK and they are essential economic tools. Yet the level of compliance or statutory understanding is worryingly low, particularly among small fleets and sole traders. They do not lack regulation; they lack widespread expertise,” he says.

FTA members not only have the backing of a trade association, but also tend to have professional transport management, something many van fleets lack. So the Van Excellence portfolio has grown to a list of services and products designed to make compliance simple, understandable and, eventually, ubiquitous.

“Vans need more operational flexibility than trucks,” says Cartwright, “which is why we don’t want truck-style operator licensing. Self-regulation is preferable”.

Being part of a voluntary industry assessment scheme is also important in the light of the new health and safety and corporate manslaughter sentencing guidelines. The law has become tougher with regard to large fines and

even custodial sentences for some offences – and the guidelines draw a clear parallel between good practice and audit to established industry standards.



Search for Health and Safety Sentencing Guidelines

“It is incumbent upon all companies to protect the public, their staff and their reputations by ensuring safe drivers, safe vehicles and safe practice,” says Cartwright. “That’s what Van Excellence is about. Anyone can join, and you can choose the services which help you from the menu with no broader obligation. But they will all give you help, information and expertise you didn’t have before.”

Van Excellence operator assessment

Follow the Code, audit your fleet, and tell the world you are compliant, safe and excellent.
(See pages 5 and 6)



Fleet insurance

When it comes to insuring business vehicles you can feel confident that you're dealing with an insurer that truly understands the market. In association with McCarron Coates and QBE Insurance, Van Excellence introduces its new van insurance product.

Our bespoke product is designed with the needs of Van Excellence members who will benefit from several product enhancements and service benefits at a competitive premium including funding for either your initial Van Excellence audit fee, subscription to the Guide to Van Excellence (year 1 only) or funding for a half day training to support your Van Excellence journey.

mccarroncoates.com/van-excellence

For more information please contact
info@vanexcellence.co.uk

Key benefits:

- *Any Licensed Driver basis as standard*
- *Long term agreements*
- *Alternative excess options*
- *Low claims rebate*
- *Risk Management App – Telematics App*
- *Competitive Finance Options.*

NEW
FOR
2019!



Van Excellence training courses

Van drivers are vital to the UK economy in every way imaginable.

The van sector has grown into a substantial part of the motor industry and is very much under the spotlight for the general public, legislators and enforcement authorities.

Changes to sentencing guidelines mean companies and individuals are, more than ever, culpable for breaches of the Health and Safety at Work Act 1974. Fines are dependent on turnover and, in the case of larger companies, these could reach millions of pounds. Sentences imposed upon individuals are more severe and the likelihood of custodial sentences for directors is also greater.

It is against this background that a number of Van Excellence Accredited Operators have created meaningful training standards by which the entire industry can be measured.

High quality training is one of the essential principles cited in the HSE publication Leading Health and Safety at Work.

With FTA's Van Excellence training you benefit from:

- reduced risks, fewer accidents, lower costs
- evidence of management intent
- increased road safety
- increased productivity
- evidence of accountability

For more information go to fta.co.uk/training

Contents

Van Excellence – Directors	23
Van Excellence – Managing Van Operations	25
Van Excellence – Industry Suppliers	26
Van Excellence – Driver Certificate of Competence	27



Van Excellence – Directors

This course aims to tackle the challenges of implementing a safety-first culture, and how these challenges can be overcome by focusing on key performance areas such as driver competence, vehicle standards and operational processes.

The key objectives of the Van Excellence Leadership course are to:

- 1 reduce van fleet risk
- 2 develop a plan for enhancing van fleet safety management
- 3 deliver a van fleet safety strategy
- 4 engage with fleet teams about the benefits of fleet safety
- 5 reduce costs and environmental impact of the operation
- 6 improve safety performance across the van fleet

Leadership and management actions and behaviours distinctly influence overall fleet safety performance. This workshop-led course considers the moral, economical and legal responsibilities of the organisation. Leaders will recognise and value the benefits of operational safety performance, promote legal and operational compliance and reduce costs. Senior managers will look at how they can implement change and gain 'buy in' from fleet management teams to improve compliance in key areas across the fleet.

Who should attend?

- Directors and senior managers responsible for managing fleet risk
- Anyone who is responsible for managing van fleet safety

Benefits of attending

- Drive your business strategy to improve van fleet safety
- Gain an understanding of corporate responsibilities

- Learn how to reduce the environmental impact of the van fleet
- Engage with managers and supervisors directly responsible for the van fleet
- Enhance fleet safety management skills through change management and action planning
- Understand how the above factors and managing them correctly can help to reduce the cost of operating your van fleet

This course can be bespoke to include your own organisation's policy, procedures and compliance issues. For bespoke options please contact www.trainingdevelopments@fta.co.uk

Course content

- Management responsibilities
- Corporate responsibility
- Vehicle standards and maintenance
- Driver ambassador
- Driving van fleet performance
- Managing operations
- Promoting a culture of change
- Senior leader action plan

Certification

An FTA Certificate of Excellence will be issued to all delegates on successful completion of the course and all course assessments.

Prices

In company course only, daily rate	£950+VAT
------------------------------------	----------

Maximum of 16 candidates†.

Extract from FTA's
2019 Training prospectus

†This course is ONLY available on an in-company basis.
For more information please email www.training@fta.co.uk or call 0371 711 2222*.

Van Excellence – Managing Van Operations

This course is based upon the best practice guidelines detailed in the FTA Van Excellence Code. It provides best practice guidance for operating safely, legally and efficiently and is designed to raise standards across van operations.

Who should attend?

- Individuals engaged in the management or supervision of van fleets
- Van operators

Benefits of attending

- Increased confidence when having complex discussions with drivers relating to towing, driver licensing and drivers' hours
- Peace of mind that you are operating legally
- Knowledge about where to find the answers to complex issues or operational anomalies
- Offers the opportunity to network with other industry professionals; sharing ideas and best practice

Course content

- Van operators
- Vehicle maintenance systems
- Driver licensing
- Securing the load, method of restraint and overloading
- Speed limits
- Towing equipment
- Vehicle administration

Assessment

All delegates will be required to participate in the FTA Certificate of Excellence multiple-choice assessment at the end of the course.

Certification

An FTA Certificate of Excellence will be issued to all delegates, valid for a period of 3 years, on successful completion of the assessment.

Please note: We are able to offer this course without the assessment. For this option a certificate of attendance will be issued.

Price

Per half day.

Members	£187^{+VAT}
Non-members	£233.75 ^{+VAT}
In-company pricing	£750 ^{+VAT}

Van Excellence – Industry Suppliers

This in-company course is based upon the best practice guidelines detailed in the FTA Van Excellence Code. It is designed to provide a wealth of best practice guidance which will assist the staff of businesses supplying vehicle operators.

Who should attend?

Individuals from businesses supplying LCVs (light commercial vehicles) and/or van related services to operators, such as lease companies or sales professionals

Individuals engaged in the advising or quoting of van fleets or passenger operations to operators

Benefits of attending

Increased confidence when having complex discussions with customers relating to towing, driver licensing, drivers' hours and operator licensing

Understand what your customers need to know and be able to offer valuable compliance advice

Knowledge about where to find the answers to complex issues or operational challenges

Course content

- EC Whole Vehicle Type Approval (ECWVTA)
- Vehicle/body types
- Definition of terms
- Driver licensing
- Vehicle standards and administration
- Vehicle maintenance
- Securing the load, method of restraint and overloading

- Speed limits
- Towing equipment and digital tachographs
- Operator licensing
- Passenger carrying vans

Assessment

All delegates will be required to participate in the FTA Certificate of Excellence assessment at the end of the course.

Certification

An FTA Certificate of Excellence will be issued to all delegates, valid for a period of 3 years, on successful completion of the multiple-choice assessment.

Course duration

1 day.

In-company only – price on application

Van Excellence – Driver Certificate of Competence

The single largest influence on road safety is the driver. Raising training standards mitigates the risks created by non-compliant drivers. Evaluating training by assessment demonstrates that knowledge has been received and understood.

The Van Excellence Driver Certificate of Competence has been developed in conjunction with Van Excellence Accredited Operators, with 2 principal aims: to address work-related road risk and create a learning pathway for driver development.

Organisational benefits

- Supports best practice systems and procedures within an organisation
- Demonstrates a proactive approach to risk management
- Supports recruitment, retention and engagement
- Aligns with Driver CPC syllabus for operators running HGV and LCV fleets

Benefits of attending

- The knowledge attained will help drivers comply with the law and protect their driving licence
- Provides evidence of career path and achievements
- Portable and demonstrable knowledge
- Standard content

Assessment areas

- Fitness to drive

- Driver ambassador
- Pre-use vehicle checks
- Load security and overloading
- Rules of the road
- Other road users
- Safe and green driving
- Collisions and breakdowns

Training and assessment format

FTA produced materials are designed to be modular. This enables the full course to be split over a number of sessions or delivered in a single day. Each part is designed to be 30 minutes to 1 hour in duration. Alternatively, any relevant training materials can be used to prepare delegates for the assessment. The assessment is 30 multiple choice questions.

If you are looking to send your drivers on a public version of the course rather than becoming an Assessment Partner then please contact www.trainingqueries@fta.co.uk

Flexible delivery options

Training can be split into tool box talks or delivered as a Driver CPC approved (full day option).

How do I become an Assessment Partner?

- 1 Register your interest in the scheme at vedriverapplication@fta.co.uk
- 2 Receive and complete the application requirements
- 3 Pay the application fee: this includes an annual licence and access to the training and assessment materials
- 4 Internal staff become approved to invigilate assessments
- 5 Obtain the training and assessment materials via our dedicated website

Prices

Van Excellence Driver Certificate of Competence

Centre approval	£795+VAT pa
Assessment fee	£19+VAT per driver
FTA Train-the-Trainer course [†]	£1,195+VAT per course

Maximum: 6 delegates.

[†]This course is ONLY available on an in-company basis. For more information please email training@fta.co.uk or call 0371 711 2222*.

Van Shop products

As a trusted supplier to the industry for 49 years, FTA's Shop is open to both FTA members and non-members and the requirements of our customers continue to be of paramount importance. Shop offers a complete range of products specifically sourced for van and car operators. Everything for the van and car operator to ensure the safe and compliant operation of your vehicles. Shop with us and you can take advantage of the following benefits:



Save time

- A one-stop-shop for all your transport supplies
- Quick and easy ordering online and by phone
- Urgent delivery on request



Save money

- Strong buying power ensures competitive prices
- Discounts on bulk orders



Peace of mind

- 49 years' experience in supplying the industry
- Many of our products are unique to Shop



www.shop.fta.co.uk



0371 711 1111*



facebook.com/ftafb



[@newsfromfta](https://twitter.com/newsfromfta)

Van Drivers' Handbook



A comprehensive and fully updated guide covering topics such as legal requirements, defensive driving, drivers' hours and records, and much more. April 2017 edition†

Code: 4273

The Official Highway Code



The Official Highway Code is essential reading for all road users in England, Scotland and Wales, providing all the latest rules of the road and traffic signs.

Code: 5076

	Member (ex VAT)	Non-member (ex VAT)
each	£2.40	£2.50

A2 Wall Posters



Van Drivers' Walk Around Check

Useful information for van drivers on performing their walk around checks
Code: 4268



Sat Nav Guidance

Sat nav guidance poster explaining the correct position for your sat nav without obscuring your view of the road
Code: 6658



Cyclist Awareness

How to be cyclist aware, what to consider and understanding cycling lanes
Code: 5423

	Member (ex VAT)	Non-member (ex VAT)
1	£6.00	£7.00
2+	£5.00	£6.00

†See website for full details of updates and current prices

VAN40 Van Defect Reports



VAN40 Van Check and Defect Report Pad

A5 easy to use tear off pad. Single – 100 sheets, Duplicate/triplicate 50 NCR sets

each	Member (ex VAT)	Non-member (ex VAT)
Single Code: 4391	£3.35	£3.90
Duplicate Code: 7554	£4.30	£4.80
Triplicate Code: 4399	£4.50	£5.10



Van Defect and Damage Report Pad – Duplicate VAN40

A4 duplicate NCR (50 sets)

Code: **7608**

	Member (ex VAT)	Non-member (ex VAT)
each	£5.60	£6.20

DVDs for Van Drivers



Vans and Light Goods Vehicles Drivers' Walk Around Check

Provides a practical demonstration of all areas that need attention during a routine check for vans and light goods vehicles.

Code: **4450**



Safe Loading of Vans and Light Goods Vehicles

Shows best practice and the importance of loading within weight limits, even distribution of load and securing of the load.

Code: **4203**

	Member (ex VAT)	Non-member (ex VAT)
1-9	£15.00	£20.00
10+	£13.00	£18.00

Van Stickers

A selection of vinyl stickers suitable for vans and light goods vehicles

Please contact the Shop for prices



A5 Portrait Cyclist Beware Sticker

Code: **6630**



A6 No Smoking E-cigarette Sticker

Code: **6656**



A5 Blind Spot Take Care Sticker

Code: **6655**



Mobile Phone Sticker

Code: **4131**



Think Bike! Triangle Sticker

Code: **6629**



Seat Belt Sticker

Code: **4495**



Cameras In Use Sticker – Triangular

Code: **6632**

Garmin DriveAssist 51 LMT-D Sat Nav with DashCam – Vans and Cars



5-inch sat nav with pinch-to-zoom display, built-in DashCam and driver awareness features. Records your drive, automatically saving collision footage and alerts you when you are stopped, and the traffic in front of you starts moving! View live parking information, including pricing and availability for on-street public parking. Free lifetime map updates for Europe and Garmin Digital Traffic. TripAdvisor ratings for POIs and built-in Wi-Fi for easy map and software updates

Code: **7152**

	Member (ex VAT)	Non-member (ex VAT)
each	£257.00	£259.00

Garmin Drive 51 LMT WE – Vans and Cars



5-inch sat nav featuring lifetime maps of Western Europe and the latest in Garmin driver alerts to increase situational awareness and encourage safer driving. It features live parking with price and availability info for on and off street parking at your destination. TripAdvisor travel POIs, driver alerts for sharp curves, speed changes, speed cameras and more

Code: **7153**

	Member (ex VAT)	Non-member (ex VAT)
each	£116.00	£118.00

Smart Witness HD GPS Dash Camera – SVC1080-LCA



Full HD dash camera with 3-Axis G-sensor and GPS receiver for accurate data on vehicle location, driving style and impact force of an incident. Ideal dash camera for commercial fleets. It is hard wired to the vehicle's battery and includes a locking transparent cover to prevent unauthorised access

Code: **7128**

	Member (ex VAT)	Non-member (ex VAT)
each	£195.00	£199.00

Steering Wheel Lock – BW600



Robust construction, quick and easy steering wheel lock fits onto most steering wheels with or without an airbag. Department for Transport approved. Used extensively by police authorities throughout the UK to immobilise offending vehicles.

Code: **7103**

	Member (ex VAT)	Non-member (ex VAT)
from	£60.00	£62.00

Van Excellence Operator application form

For more information please complete the application form below. When complete, please scan and email the form to Audits and Standards: AS@fta.co.uk

Name of organisation

FTA membership number (if applicable)

Please note FTA membership is not required to apply for Van Excellence

Name of the person making this Van Excellence application

Position within the organisation of the person making this application

Contact phone numberContact email address.

Type of Van Excellence assessment required ☐ Initial ☐ Renewal

If renewal, please provide expiry date of current Van Excellence assessment (if known)

Are you applying for Van Excellence for the whole organisation, or an individual division/location?

☐ Whole organisation ☐ Individual department/division

Please note that to achieve Van Excellence for whole organisation you will need to operate the same policies and procedures at all locations from where vans are managed from.

If individual department/division, please provide the relevant address

Total number of vans you are seeking to be covered by Van Excellence.

What is your van insurance due date?

Van Excellence pricing information

Van Excellence assessment (whole organisation)	£671	Guide to Van Excellence for just £185.50 (saving 50%) to compliment your accreditation! Tick box <input type="checkbox"/>
		Non-member rate (Guide to Van Excellence only) £530

Please note this is only applicable where a Van Excellence assessment has identified areas requiring attention before Van Excellence can be awarded.

All assessment fees are non-refundable and exclusive of VAT.

Payment details

☐ Please invoice me on purchase order number (FTA members only)

☐ Please contact me for my credit card details on telephone number

Declaration

I, the undersigned, declare that the information contained in this application is correct and the organisation will meet and maintain all Van Excellence Standards. I declare I am authorised to sign this statement on behalf of the applicant. Where Van Excellence is being sought for the whole organisation, I confirm that the same policies and procedures are in place at all locations from where vans are managed from.

Signed

Name Date.

The data FTA gathers and holds is managed in strict accordance with the Data Protection Act 1998. FTA will use the data you supply to provide information and services you have requested.

From time to time we may share your contact information with selected third parties so they can contact you about products and services you may be interested in. If you would prefer not to receive these offers, please tick the box. ☐

Van Excellence: Guide to Van Excellence application form

For more information please complete the application form below. **Photocopy and post:** Van Excellence, FTA, Hermes House, St John's Road, Tunbridge Wells, Kent TN4 9UZ. **Scan and email:** enquiry@fta.co.uk. **Call** 0371 711 2222*. **Visit** vanexcellence.co.uk

Title..... First name..... Surname

Job title

Direct dial no Mobile

Email

Company name

Trading names (if any)

Address

..... Postcode

Telephone..... Fax

Website

Company registration no VAT reg (if known)

No of vehicles operated Vans operated (<3.5t)

Nature of business Annual UK turnover

How would you like to be contacted? (please tick all that apply) ☐ Email ☐ Post ☐ Phone

Would you like to register for any additional services?

<input type="checkbox"/> Recovery Services (please tick to register for free)	<input type="checkbox"/> Fleet insurance
<input type="checkbox"/> Fuel Card (please tick to apply for this free-to-join discounted fuel service)*	<input type="checkbox"/> Fleet management software
<input type="checkbox"/> Driver Licence Checking Service	<input type="checkbox"/> Van Excellence Pre-use Defect Check App
<input type="checkbox"/> PCN Management Service	

Insurance due date.....

Declaration

I hereby apply for membership and agree to abide by the terms of the Articles of Association of Freight Transport Association Ltd (a copy of which is available on request).

Signature Date

A VAT invoice will be issued to you on registration of your membership

The data FTA gathers and holds is managed in strict accordance with the Data Protection Act 1998. FTA will use the data you supply to provide information and services you have requested.

From time to time we may share your contact information with selected third parties so they can contact you about products and services you may be interested in. If you would prefer not to receive these offers, please tick the box. ☐

Essential driver's kit



FTA-approved Dakota Driver's Boot

Member price £44.95 + VAT

100% non-metallic toecap and midsole, Activ-Step® footbed, full-grain black leather, SRC slip-resistant sole, ergonomic support specifically designed with drivers in mind.

Product code: **7229**



High Visibility Class 3 Traffic Jacket

Member price £15.90 + VAT

EN471 class 3 rated, quilt lining and fleece collar, hidden hood and full length storm flap, outer and inner pockets.

Product code: **6324**



British Standard Vehicle First Aid Kit

Member price £13.90 + VAT

Trauma dressing – medium, emergency first aid dressing, triangular bandage, cleansing wipes x 10, sterile adhesive dressings x 10, nitrile disposable gloves (pair) x 2, resuscitation face shield, foil blanket, adherent dressing, burn dressing, heavy duty shears.

Product code: **6288**



Tyre Tread Depth Gauge with Keyring

Member price £4.50 + VAT

Suitable for light vehicles, vans and cars. This PCL air technology tyre tread depth gauge is manufactured to stringent quality standards and is DVSA-approved for MOT testing. This version includes a keyring to ensure they do not get lost.

Product code: **7704**

**For more information, or to place an order, visit shop.fta.co.uk
and search the above product codes**

T: 01892 526171*
F: 01892 534989
www.fta.co.uk



FTA
Hermes House, St John's Road, Tunbridge Wells, Kent TN4 9UZ
Registered in England Number 391957

*Calls may be recorded for training purposes
Correct at time of going to press but
subject to change.

© FTA. All rights reserved
06.20/DH

