



LOGISTICS UK

Transport  
Manager

2024

# Transport Manager 2024

Manchester • 08 October 2024

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**Kevin Green**

Policy & Communications Director  
Logistics UK

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**#TM24**



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Slido app on all computers you use



**What is your single biggest  
challenge as a Transport  
Manager? (1-2 words)**

① Start presenting to display the poll results on this slide.



Available in your online  
delegate pack!



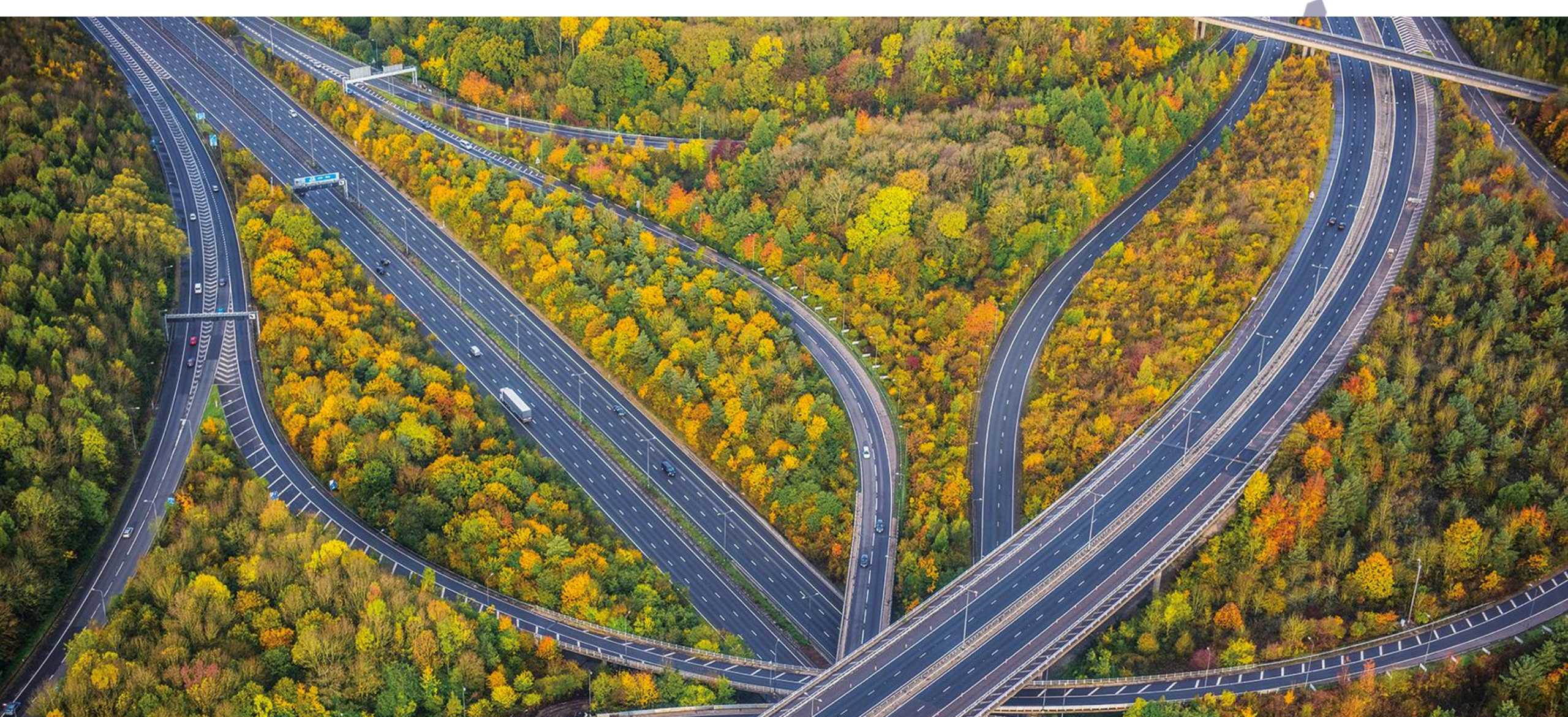
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Today's programme

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## Today's programme

**LOGISTICS UK**

Transport Manager Calendar

A view from the Traffic Commissioner

Logistics UK compliance update

## Today's programme

**LOGISTICS** UK

GSR and ADAS systems

The role of a transport manager in the 2024 workforce

Revision of TM CPC syllabus

## Today's programme

**LOGISTICS** UK

Transport managers in a connected and autonomous world

Driver focus: Finding and keeping the best!

Dealing with fatal incidents and collision investigation



Compliance Sprints



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2024

# **Transport Manager Calendar**

**Becky Martin**

Senior Transport Advisor,  
Member Advice Centre, Logistics UK

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## Office of the Traffic Commissioner

- GB operator licence administration.
- Public inquiries for the North-East of England.
- Moving to new address:



Office of the Traffic Commissioner (Licensing),  
Quarry House,  
Quarry Hill,  
Leeds,  
LS2 7UE.

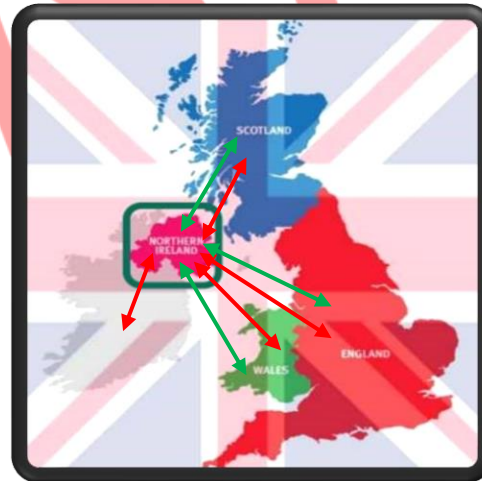
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## Northern Ireland Green Lane

- Expanded to include qualifying freight and parcels.
- Customs checks and duties:
  - Not required for movements within UK (Green lane).
  - Required for international movements (Red lane).



Freight/parcel type	Scheme registration
Consumer GB to NI	UK Carrier Scheme
Business to business	UK Internal Market Scheme

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## ‘Not for EU’ labelling expanded

- Northern Ireland Retail Movement Scheme – Phase 2.
- All milk and dairy products included.
- No decision on being applied to products retailing throughout the whole UK.



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## Direct Vision Standard (DVS)

- Phase 2.
- Progressive safe systems.
- 6 month grace period – if registered.
- Grace ends 4 May 2025.



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## Border Target Operating Model (BTOM)

- Safety and security declarations introduced.
- UK Single Trade Window introduced.



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## EU Entry and Exit System (EES)

- IT system for registering travellers from non-EU countries.
- Replaces passport stamping with scanning.
- Ireland not operating EES for travellers from UK.



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### Electronic Travel Authorisation (ETA)

- Requirement for non-visa travellers entering UK.
- Similar to USA's ESTA.
- Lasts two years.
- Allows stay for up to six months.



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## 20mph speed limit – Wales

- Introduced default limit in September 2023.
- Listened to the logistics sector, change of stance.
- Changes could be noticeable from December 2024.



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## EU drivers' hours records

- Production of record sheets, manual entries and printouts.
- Extended from last 28 days to last 56 days.
- Applies to international journeys from the UK.
- UK legislation unaffected.



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## Smart tachograph 2 – retrofit

- Applies to vehicles on international journeys.
- The following will need to be upgraded:
  - Analogue tachographs.
  - Digital 1b tachographs.



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## 20mph speed limit – Cornwall

- Piloted during 2022.
- Aiming to reduce death and serious injuries.
- First rural area to introduce speed limits from 30mph.
- Roads reviewed on a case-by-case basis.



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## Dangerous goods – ADR

- Dangerous goods rules updated.
- Both rules in use until June 2025.
- Must adhere to new rules from July 2025.



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## Fleet Operator Recognition Scheme (FORS)

- Voluntary accreditation scheme.
- Version 7 becomes the required standard.
- Various changes including renamed 'Environmental impact' section.



Credit: FORS

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## Vehicle Certification Agency (VCA)

- VCA implements *full GB type approval scheme*:
  - Northern Ireland – UK (NI) Scheme type approval.
  - Great Britain – GB Scheme type approval.



Category	Type	Introduction date
M	Cars, buses and coaches	1 July 2023
N	Goods vehicles	1 July 2023
O	Trailers	1 February 2025

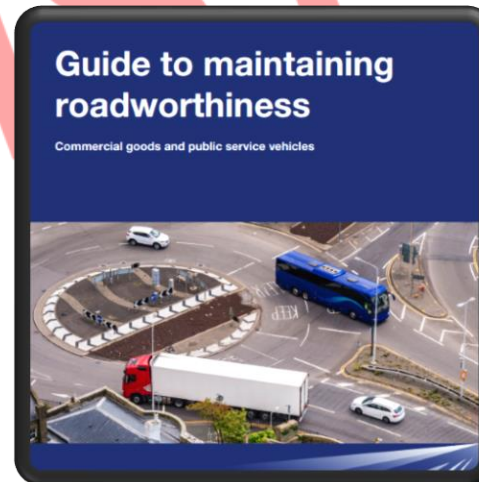
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## Guide to Maintaining Roadworthiness (GTMR)

- Industry benchmark for maintenance systems.
- Review expected to include brake test at every PMI.
- Current laden brake testing requirements likely to continue.



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## Vehicle Excise Duty

- Introduced for electric, hybrid and alternative fuel vehicles.
- Rate subject to change.
- Does not include vehicles >3.5t MAM.



Vehicle type	VED from 2025
Electric and low emission cars	> Apr 2017 - £190 < Apr 2017 - £20
Hybrid and AFVs	> Apr 2017 - £190 < Apr 2017 - varies
Van	£335

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**2025**  
**May**

## Silvertown tunnel

- Expected to open in Spring 2025.
- Link between Silvertown and the Greenwich Peninsula.
- Dedicated goods vehicle and bus lane.
- Tolls to be introduced.



Credit: Riverlinx CJV

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## LCVs used on international transport

- Transport manager needed, there was three options:
  - Employed TM ✓
  - External TM ✓
  - Temporarily recognised TM – no longer an option ✕



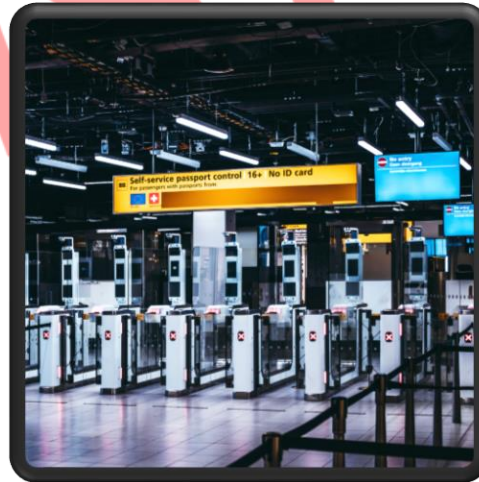
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**2025**  
**June**

## European Travel Information and Authorisation System (ETIAS)

- Requirement for British and other non-EU/Schengen citizens.
- Lasts three years.
- Allows stay for up to 90 days in any 180 day period.



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## 'Not for EU' labelling expanded

- All retail goods should be individually labelled.
- Some exceptions such as:
  - Box or signage may not have to be labelled.
  - Products not subject to EU controls like confectionary.



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## Smart tachograph 2 – retrofit

- Applies to vehicles on international journeys.
- Smart tachograph 1 will need to be upgraded.
- All vehicles on international journeys will require ST2.



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## 20mph speed limit – Scotland

- Implementing 20mph speed limits by end of 2025.
- Delivered by the local authorities.
- Recognised that some roads may need adjustment after monitoring.



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## Policy issues

- DCPC training.
- Alternative fuel 4.25t training derogation removal.
- HGV and PSV annual test review.
- Traffic Commissioner function review.
- Jersey operator licence scheme.
- Call for evidence - 4.25t AFVs comparable to 3.5t ICE vehicles.

## Member Advice Centre



[mac@logistics.org.uk](mailto:mac@logistics.org.uk)  
0370 605 0000\*



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# A view from the Traffic Commissioner

**David Mullan**

**Traffic Commissioner for  
the North West of England**

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Traffic Commissioners  
for Great Britain

# Fit for the future?

David Mullan

Traffic Commissioner for the North West

Regulating transport for **safer** roads

# Agenda

- Updates & Issues
- Future Changes
- Challenges for drivers and transport managers



# Changes to the Traffic Commissioner Licensing Team



Office of the  
Traffic Commissioner

## Change of Office

Please note that on 16 September 2024  
the Office of the Traffic Commissioner is  
moving to new premises at:

Office of the Traffic Commissioner,  
Quarry House,  
Quarry Hill,  
Leeds LS2 7UE



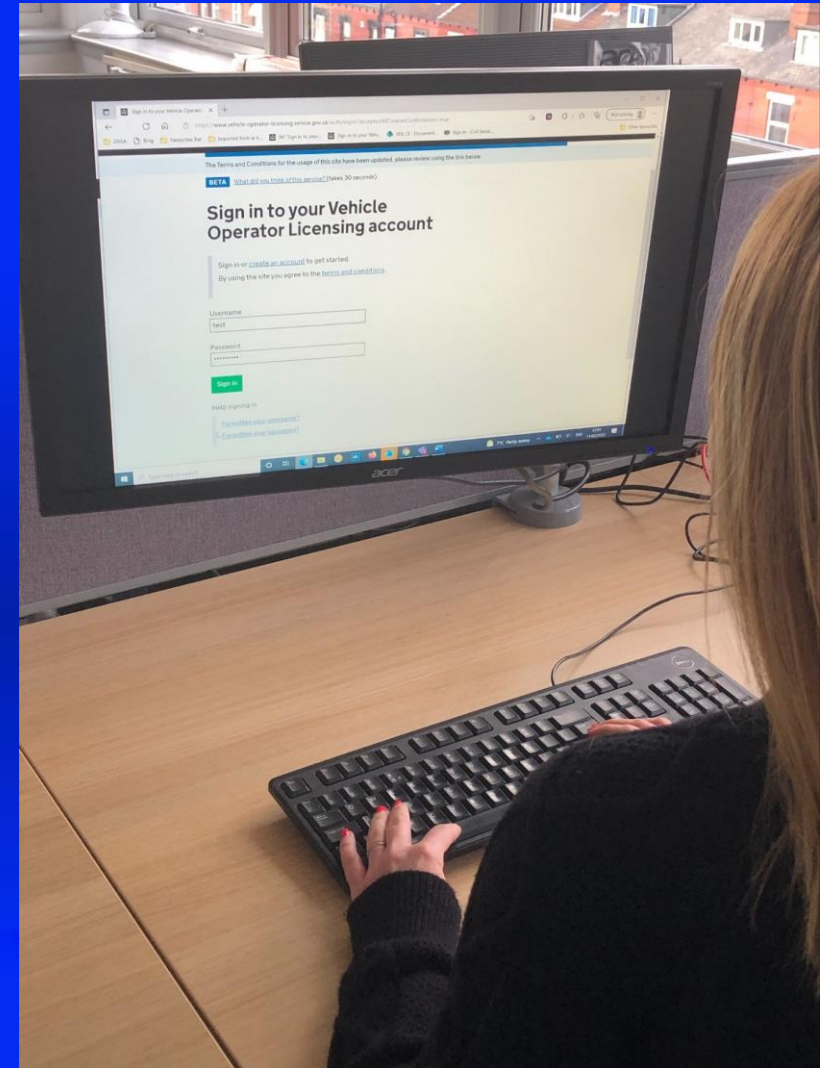
# Performance Update - July 23 to June 24

- Average applications: 32 working days for Goods, 30 days for PSV
- Pls: 1383 (84% within 12 weeks)
- Licences: 66,821 Goods, 5,451 PSV
- Vehicles: 373,318 Goods, 88,664 PSV
- 11,332 local bus registrations processed



# Improving Our Services

- Licencing system moving to digital-only as standard
- Digital Continuations
- Keep your contact details up to date -  
Do you need the Transport Consultant to still be there?



# Helping you...

- Direct messaging – TCs want to keep you engaged and up to date with developments
- Accessible and easy-to-print guidance, well-suited to mobile phones
- Publishing bilingually in Welsh
- Passing on important information

## A message on behalf of HMRC

Changes for goods moving from the  
island of Ireland to Great Britain from

## Your operator's licence is at risk!

The Driver and Vehicle Standards Agency (DVSA) have currently rated your operation as RED on the Operator Compliance Risk Score (OCRS) system!

In 2021-22, the traffic commissioners held 920 public inquiries into holders of licences who had failed to comply with the standards. Operators whose licence was revoked. Operators who failed to attend a public inquiry.

[Traffic Commissioners  
for Great Britain](#)

### You need to improve

Over the next few weeks we will be contacting you to help yourselves improve your performance.

You should work through these steps which are responsible for the management of your operation.

Guidance

## Canllaw i Ymholiadau Cyhoeddus (Cymraeg)

Updated 7 February 2024

### Contents

1. Canllaw i Ymholiadau Cyhoeddus
2. Ymholiadau Cyhoeddus
3. PARTION I YMCHWILIAD CYHOEDDUS

## 1. Canllaw i Ymholiadau Cyhoeddus

1.1 Mae'r canllaw hwn yn cynnwys gwybodaeth bwysig y dylech ei ddarllen cyn gwrandawriad

How DVSA use OCRS score

# Keeping Up to Date

- Regular updates from the Senior Traffic Commissioner
- Key Resources publication
- LGV International will require TM by 20th May 2025



27 February 2024 — Collection  
[Key Traffic Commissioner Resources](#)



Office of the  
Traffic Commissioner

Helpful links to guidance from and publications by the Traffic Commissioners.

## **URGENT ACTION REQUIRED REGARDING YOUR OPERATOR'S LICENCE**

To operator

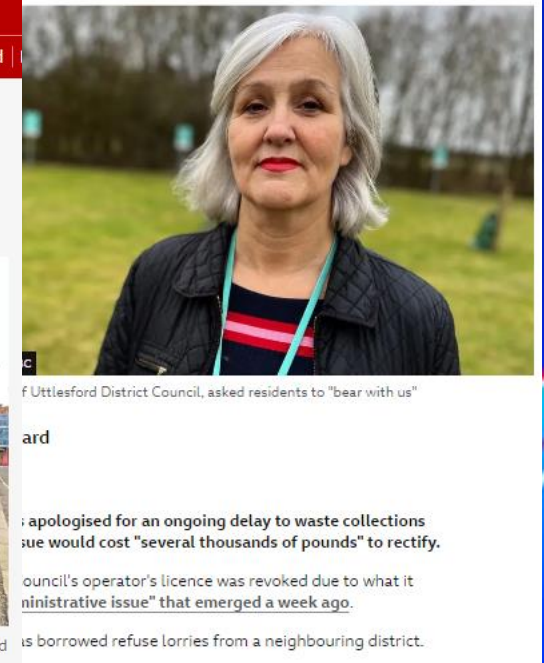
We are sending you this email as our records show that your transport manager is the holder of an **Acquired Rights Certificate of Professional Competence (CPC)** for light goods vehicles (LGVs).

You may remember that we have sent previous messages reminding you that this certificate can only be used to satisfy the professional competence requirements on an operator's licence **until 20 May 2025**.



# Improving Our Guidance

- Periods of Grace
- Blog from Senior Traffic Commissioner
- Understanding the purpose is very important
- Staying in touch is vital



# Safety Management

- Employer and Employee Duties
- Risk Assessment
- Technology
- Human Factors



# Managing Human Factors

- Influencing Behaviours
- Control Measures
- Reducing Errors





# Control Measures – An Example

- Assess your risks
- Take steps to mitigate
- Review effectiveness



# Bridgestep

**“It is incumbent upon the transport manager and the company to ensure that the company’s vehicles are operated without risk to road safety and, in particular, that the risk of bridge strikes, which could have catastrophic consequences, should be assessed and routes planned in advance to eliminate that risk.”**





# Driver Control

- Type of Employment
- Fair Competition
- Temporary and Agency Workers
- GOV.UK Guidance

A screenshot of a GOV.UK website page. The header is black with the GOV.UK logo in white. Below the header is a breadcrumb trail: Home > Business and industry > Business regulation. The main content area is white and contains the text 'Decision' followed by the title 'Confirmation of Decision for Enero Logistics Ltd' in bold. Below the title is a paragraph: 'Written confirmation of the Traffic Commissioner for the East of England decision for Enero Logistics Ltd'. At the bottom, there is a section for 'From: Traffic Commissioners for Great Britain' and 'Published 23 November 2023'.

**GOV.UK**

[Home](#) > [Business and industry](#) > [Business regulation](#)

Decision

**Confirmation of Decision for Enero Logistics Ltd**

Written confirmation of the Traffic Commissioner for the East of England decision for Enero Logistics Ltd

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From: [Traffic Commissioners for Great Britain](#)

Published 23 November 2023

# Drivers' Hours

- Drivers' Hours – almost 25 years, so many still getting it wrong!
- Fundamental to Road Safety and Fair Competition
- Increase in number of drivers' hours cases
- Indicative of other compliance issues



# Vehicle Maintenance

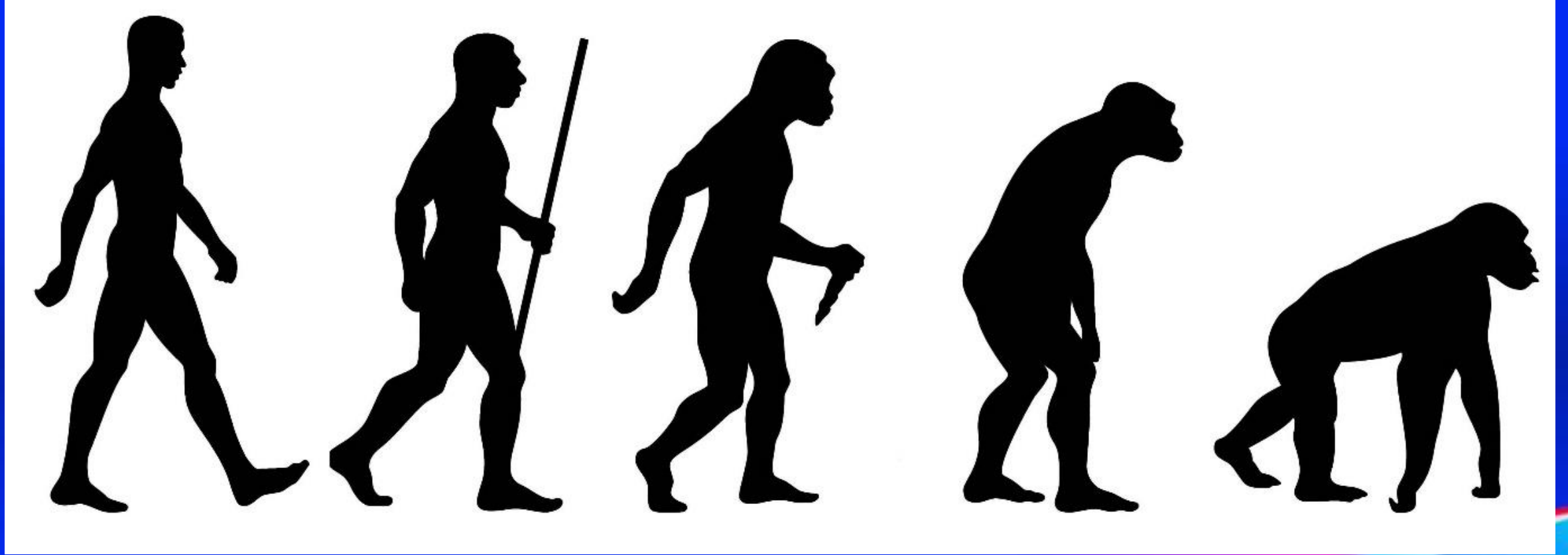
- Availability
- Suitably Qualified
- Brake Testing
- Updated Guide to Maintaining Roadworthiness



# Transport Manager v Responsible Person

- Exercise effective and continuous management of a transport operation
- Assessing risks to business and identifying mitigation
- Balancing business and safety







# Proportionate Regulatory Action

- Dishonesty - “trust is one of the foundation stones of operator licensing”
- Fronting
- Drivers’ Hours



# Traffic Commissioner Priorities

- Over to you...
- What do you think the Traffic Commissioners should prioritise?





## What do you think the Traffic Commissioners should prioritise?

① Start presenting to display the poll results on this slide.

# Q&A

To ask your question please use the link:

<https://www.sli.do/>

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# Compliance update

**Martin Candish**

Head of Compliance Information,  
Logistics UK

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# Compliance session

- 1) Fleet Compliance.
- 2) Changes to the GTMR.
- 3) Operating AFV vans.
- 4) MPRS.
- 5) Guidance.

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## **1) Fleet Compliance.**

# 1) Fleet Compliance Survey – results

## Why fleet compliance checks are carried out?

The main reasons why this survey is funded by the DfT and carried out by DVSA are to:

- Determine trends in non-compliance with regulations and roadworthiness in order to gauge the effects of changes in legislation and the effectiveness of DVSA's day-to-day targeted operations.
- Provide information to help identify potential areas for targeting, so that DVSA's work can be more focused.
- Compare differences in condition and compliance between Great Britain (England, Scotland and Wales) and non-Great Britain vehicles.

DVSA checked 6727 vehicles from 2020 to 2022.

Check type	DVSA earned recognition member	Not DVSA earned recognition member	Unknown or not applicable	Total
Great Britain HGV	199	2,445	21	2,665
Non-Great Britain HGV	0	0	2,629	2,629
PSV condition	114	494	0	608
Service bus compliance	91	169	2	262
Coach compliance	17	281	2	300
School bus compliance	6	248	9	263

## 1) Fleet Compliance Survey – results: HGV

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- 9.1% of vehicles checked were found to have at least one prohibitable defect.
- The prohibition rate for DVSA earned recognition operators was 3%.
- The rate for operators not on the scheme was 9%.

The 186 vehicles in the DVSA earned recognition scheme checked for HGV roadworthiness compliance represent a small portion of the vehicles on this scheme and should therefore be treated with caution.

### Types of Great Britain HGVs checked

Vehicle type	Number of vehicles checked
Vehicles in DVSA earned recognition scheme	186
Vehicles not in DVSA earned recognition scheme	2308
Vehicles with unknown DVSA earned recognition status	19
Total vehicles checked	2513

### Results of Great Britain HGV checks

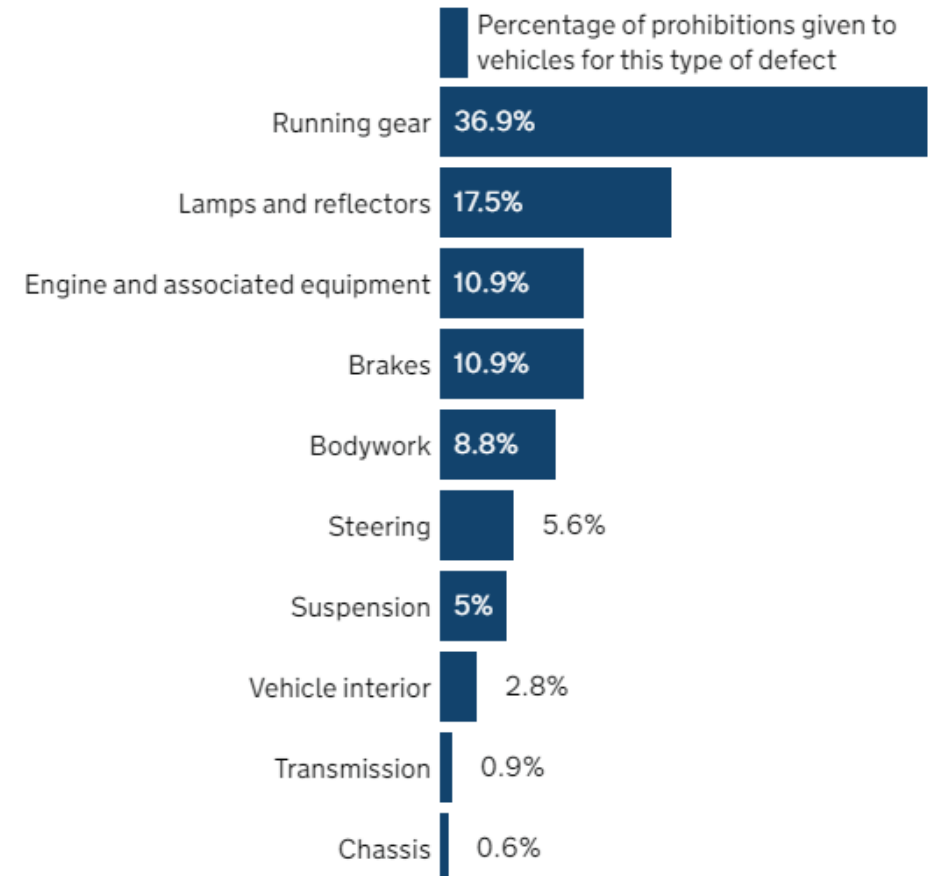
Check result	Number of vehicles checked
No defects found	1883
Inspection notice issued	401
At least one prohibitable defect	229

# 1) Fleet Compliance Survey – outcomes: HGV

## Types of sanction given at Great Britain HGV checks

Type of sanction	Percentage of vehicles	
No defect	74.9%	
Inspection notice	16%	Up 2.1%
Delayed prohibition	2.5%	Down 1.9%
Immediate prohibition	6.6%	Down 0.4%

## Types of defect found at Great Britain HGV checks





## 1) Fleet Compliance Survey – results: Trailer

- 12.8% of trailers checked were found to have at least one prohibitable defect.
- The prohibition rate for DVSA earned recognition operators was 3%.
- The rate for operators not on the scheme was 14%.

The 131 vehicles in the DVSA earned recognition scheme checked for trailer roadworthiness compliance represent a small portion of the vehicles on this scheme and should therefore be treated with caution.

### Types of Great Britain trailers checked

Vehicle type	Number of vehicles checked
Vehicles in DVSA earned recognition scheme	131
Vehicles not in DVSA earned recognition scheme	1484
Vehicles with unknown DVSA earned recognition status	4
Total vehicles checked	1619

### Results of Great Britain trailer checks

Check result	Number of vehicles checked
No defects found	1229
Inspection notice issued	183
At least one prohibitable defect	207



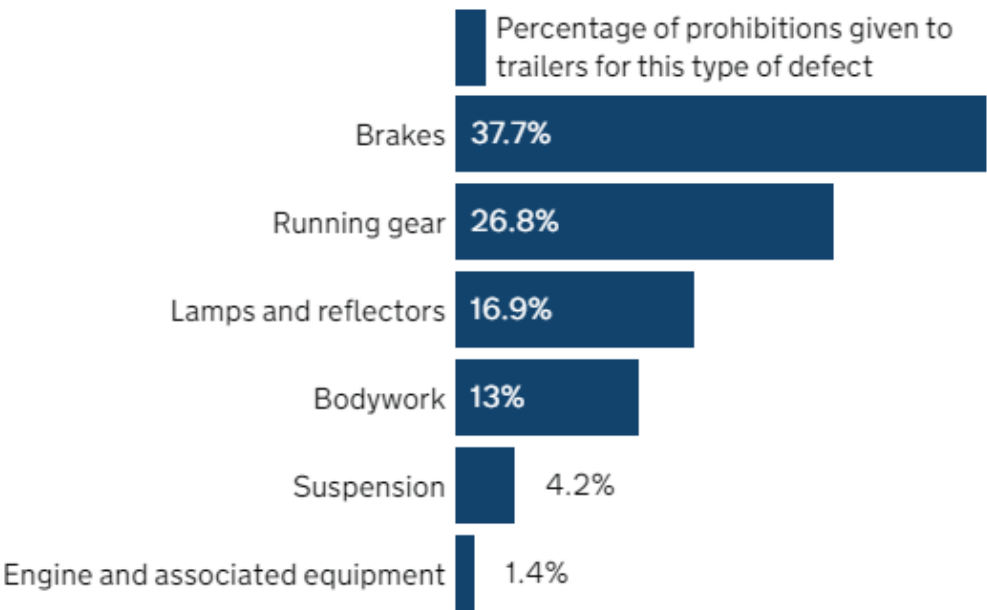
# 1) Fleet Compliance Survey – outcomes: Trailer

## Types of sanction given at Great Britain trailer checks

Type of sanction	Percentage of vehicles	
No defect	75.9%	
Inspection notice	11.3%	Up 3.3%
Delayed prohibition	3.5%	Down 2.0%
Immediate prohibition	9.3%	Down 0.1%



## Types of defect found at Great Britain trailer checks



## 1) Fleet Compliance Survey: Summary

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### Compared to the previous survey:

- Prohibition rate for both vehicle and trailers has reduced.
- This may indicate that maintenance is getting better!

### But:

- Inspection notices have increased.
- This may indicate that drivers are not spotting defects.



## **2) Changes to the GTMR.**

**(Guide To Maintaining Roadworthiness)**

## 2) GTMR changes: September 2024

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- New subtitle added.
- Added version control.
- Added a change table.
- Updated 'What happened at the end of the test'.
- Added additional links to vehicle safety recalls.
- Additional advice for outsourcing maintenance work.
- MPRS.
- Updated advice in 'wheels and tyres'.
- Updated advice for using a decelerometer.
- Added a new section 5.3(a) – Brake testing from April 2025.
- Removed DVSA accreditation for EBPMS.
- Updated parking brake performance procedures for EBPMS.
- Added example of brake performance risk assessment.





## 2) Brake testing: wef April 2025

### 5.3 (a) Braking performance assessment requirements from April 2025

- To follow best practice and comply with legislation there is an expectation that every safety inspection will include a brake performance assessment using either an RBT, a suitable electronic brake performance monitoring system (EBPMS) or a decelerometer with temperature readings.
- If EBPMS is not used it is expected there is a minimum of **four** laden brake tests spread evenly across the year, this can include the annual test.
- Where a laden brake test is not carried out a risk assessment detailing the reasons, must be completed by a competent person who understands braking systems and components.
- If using EBPMS to monitor brake performance, there must be an evaluation of the vehicle/trailer performance report before every safety inspection by a competent person who can interpret the data. The evaluation must be signed, dated, and attached to the vehicle record together with the performance data report.
- To allow flexibility vehicles can be presented for brake testing up to 14 days before the safety inspection date; this allows the operator to conduct a laden brake test during the vehicle/trailer normal activities without the need to specially load it.

## 2) Brake testing: wef April 2025

### Risk assessment when not carrying out a laden brake assessment.

- A risk assessment must be available to support every safety inspection where a laden brake test is not completed, or where an EBPMS evaluation is not available.
- The risk assessment must be evaluated as part of the safety inspection to confirm that it is still relevant and reviewed every 12 months.
- Where it is anticipated that there will be no change in the use of the vehicle/trailer during a twelve-month period a single risk assessment may be used. Any change in use would require an updated risk assessment.
- The risk assessment should consider the following:
  - ❖ Age and type of vehicle.
  - ❖ Recommendations of the vehicle manufacturer.
  - ❖ Nature of the vehicle's load, the equipment, and fittings it carries or supports.
  - ❖ Type and range of operations on which the vehicle is likely to be engaged.
  - ❖ Type of terrain and the nature of the environment in which the vehicle operates or is likely to operate.
  - ❖ Distance and speeds at which the vehicle travels and the journey times.
  - ❖ Previous inspection brake performance results.
  - ❖ Previous inspection brake system and component condition.
  - ❖ Acceptable reasons for not carrying out a laden brake assessment.

## 2) Brake testing: wef April 2025

### Acceptable reasons for not carrying out a laden brake assessment.

Vehicles where laden brake assessment may not be possible or where additional loading would be difficult are listed below (this is not an exhaustive list), however there is an expectation that at least four of the assessments will use an **RBT** unless the construction or weight of the vehicle prevents its use. Where these acceptable reasons are used, they must be detailed as part of the risk assessment and the operator must be satisfied the reasons are appropriate for their operation.

- Unladen Tri-axle Semi-Trailer (ULTAST) – Trailers where under normal operating conditions (more than 70% of the time) run at less than 65% of the permitted axle weights.
- Vehicles where under normal operating conditions (more than 70% of the time) run at less than 65% of the permitted axle weights. This may include car transporters where they are designed for that specific task.
- ADR – Only when the load is considered dangerous and specialist facilities are not available.
- Livestock carriers – Where other means of loading are not possible.
- Noxious load carriers – Only when designed and constructed for this purpose.
- Furniture removal vehicles – Only when designed and constructed as a furniture removal vehicle.
- Vehicles operating at 50% or more of permitted axle weights when unladen – This could include fixed plant, mobile libraries, compactor vehicles, exhibition type vehicles, bullion vehicles, etc.
- PSV – Includes prisoner transfer vehicles.
- Where the construction or weight prevent the use of an RBT – This could include vehicles where their load compartment consists of racking, the design of the floor compartment cannot withstand the necessary load that would need to be imposed on it, the load compartment is used for carrying food products and simulated loads would cause contamination of the compartment, etc.



## 2) Changes to the GTMR: Summary

- Ensure your fleet manager/engineer(s), or maintenance provider(s) have read the updated version.
- Check your maintenance provisions, maintenance contract(s), or R&M contract(s) have brake performance assessment included.
- Ensure the necessary laden brake testing (or EBPMS evaluations) provisions are in place for April 2025.
- Where laden brake testing (or an EBPMS evaluation) will not be undertaken at every safety inspection, have the necessary risk assessments completed.

Guide to maintaining road worthiness  
Annex 7 – Example of a brake assessment risk assessment template

Operator details	
Operator name:	O licence No.
Vehicle / trailer details	
Vehicle registration:	Trailer ID:
Make:                      Model:	Odometer/hub reading:
Age:	Body type:

Issue date 00/00/0000

Keeping Britain moving, safely and sustainably

### **3) Operating AFV vans.**

**(Alternatively Fuelled Vehicle) – vans over 3.5t – 4.25t**



### 3) AFV vans, over 3.5: Roadworthiness

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## Vehicle classification

- Vans up to and including 3.5 tonnes maximum mass = N1.
  - ❑ MOT required – after 3 years.
  - ❑ MOT test – either at Class 4 or Class 7 garage.
  - ❑ Standards applied – Class 4 or Class 7.



## Alternative Fuels Vans – over 3.5 and up to 4.25 tonnes maximum mass.

- Vans over 3.5 tonnes = N2 (Heavy Good Vehicle).
  - ❑ MOT required – after 1 year.
  - ❑ MOT test – at DVSA site (ATF).
  - ❑ Standards applied – HGV.



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**Tax due:**  
**1 May 2025**

**No details held by DVLA**

**Tax due:**  
**1 June 2025**

**No details held by DVLA**

- ▶ Incorrect MOT status?

**!** If you've just bought this vehicle the **tax** or **SORN** doesn't come with it. You'll need to **tax** it before driving it.

## DVLA services

## DVSA services

### Vehicle Details

## DVLA services

[Get a vehicle logbook \(V5C\)](#)

[illegible]

### 3) AFV vans, over 3.5–4.25t: Driving licence

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#### Cat B derogation authorisation applies when:

- Driving an AFV only in Great Britain.
- Drivers hold a relevant full licence which allows them to drive AFV's in category B.
- They have completed a minimum of five hours' training with a registered instructor.
- The AFV they drive has a maximum authorised mass (MAM) of more than 3.5 tonnes and does not exceed 4.25 tonnes.
- They are not driving with a trailer.
- The driving is for the transportation of goods.





### 3) AFV vans, over 3.5–4.25t: Impacts

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- Must have done 5-hours' training with a registered instructor.
- Cannot tow a trailer.



### 3) Operating AFV vans: Summary

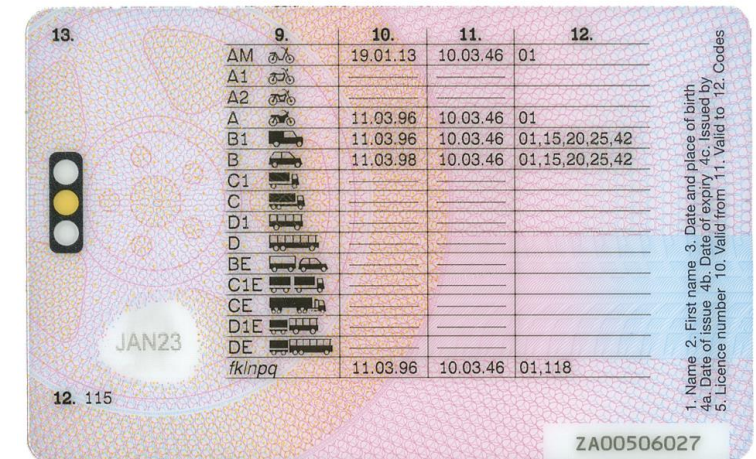
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#### Vehicles

- Assess what you need.
- Once obtained, check the vehicle class.
- If N2:
  - ❖ Obtain the Plating Certificates and fit to vehicle.
  - ❖ Make the necessary maintenance/MOT provisions.

#### Drivers

- Check their licence classification/s
- If necessary:
  - ❖ Book the 5-hours training, or
  - ❖ Enhance their licence – C or above.





## **4) MPRS.**

**(Maintenance Provision Rating Scheme)**

**The new name for the Commercial Vehicle Workshop Rating Scheme**

## 4) MPRS: Aim

### The aim of the MPRS is to:

- 1) Provide commercial vehicle operators/owners with a:
  - a) Simple rating scheme against which they can judge the likely standard of vehicle safety-inspections that can be provided by those workshops (akin to Hygiene ratings at food outlets/restaurants).
  - b) Better understanding of the competence levels of staff employed in those workshops, as well as the range inspection facilities available.
- 2) Help drive an improvement in the level of vehicle safety-inspections at commercial vehicle maintenance workshops.
- 3) At some point, be used as a tool that DVSA and the Traffic Commissioners can use to identify the suitability of maintenance arrangement that HGV/PSV operators have in place.



## 4) MPRS: Progress

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➤ Various stakeholders meeting held:



➤ Principles included at TM 2023 – with high levels of endorsement:

- ❖ 95.0% think a workshop rating scheme would help TMs in their choice of workshops.
- ❖ 94.1% think a Workshop rating scheme would help improve maintenance standards.
- ❖ 98.8% think there should be a minimum standard that all workshops obtain.

## 4) MPRS: Plan

LOGISTICS UK

### ➤ Standards, 5 levels:

- Qualified (level 1)
  - Bronze (level 2)
  - Silver (level 3)
  - Gold (level 4)
  - Platinum (level 5)
- Self-declaration
- Independent audit

- IRTE will host platform and administer scheme.
- IRTE amending their Workshop Accreditation scheme to align.
- Explanation will be included in revised GTMR.
- Trial been running since August 2024, others joining.
- Subject to trial outcome, aim to launch via the revised GTMR – April 2025.

IRTE

Institute of Road Transport Engineers



# 4) MPRS: Where to go

To register interest: <https://irteworkshop.org.uk/>

Go to [soe.org.uk](https://soe.org.uk)

[Benefits](#) [How to get accredited](#) [IRTE Workshop Accreditation Register](#) [Contact us](#) [Terms and conditions](#)

IRTE Workshop accreditation

Maintenance Provision Rating Scheme (MPRS)

## IRTE Workshop Accreditation

The best practice audit of workshop standards



You're here [IRTE Workshop Accreditation](#) [Maintenance Provision Rating Scheme \(MPRS\)](#)

## Maintenance Provision Rating Scheme (MPRS)



Maintenance Provision Rating Scheme (MPRS)

### About MPRS:

The commercial vehicle maintenance sector plays a vital role in ensuring the safety, reliability, and efficiency of transportation networks worldwide.

The **Maintenance Provision Rating Scheme (MPRS)** is brought to you by the unity of organisations with the primary goal of improving industry standards and professional practices in commercial vehicle maintenance.

This initiative will propel forward the standards in commercial vehicle workshop compliance to new levels. Backed by the Traffic Commissioners and government bodies, MPRS is the next generation of compliance in commercial vehicle workshop accreditation and will reform current best practices in line with future needs and expectations of the industry.

### Get involved:

Complete the form on the right to register your interest in our Pilot Scheme which rolls out later this year.

### Register your interest to join the MPRS Pilot Scheme

Full name: \*

Job title:

Email address: \*

Company name: \*

Select the number of workshops you wish to get accredited

1-9

When you submit this form, you are consenting to IRTE contractually processing your data for



## 4) MPRS: What success looks like

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### People:

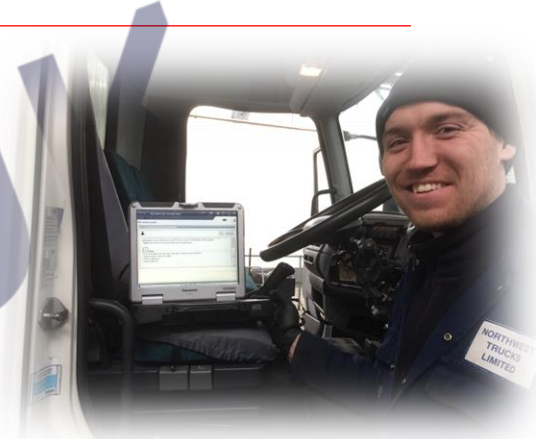
- Increased numbers of engineers trained in inspection techniques.
- Increased numbers of engineers trained to work on electric/hybrid vehicles.
- Increased CPD for engineers.
- More Master Technicians.
- Supervision/management with a better understanding of QC and compliance.

### Places:

- Improved inspection facilities.
- Better equipped facilities.
- Increased ATF type facilities.

### Outcomes:

- Higher levels of compliance.
- Lower MOT failure rates.



LOGISTICS UK

## 5) Guidance.

LOGISTICS UK

## 5a) Guidance: Gas

- Developed by Logistics UK's Engineering Forum members.
- Webinar conducted on 24<sup>th</sup> April.
- Now hosted of Logistics UK's website.
- LinkedIn article on 26<sup>th</sup> April.
- Share with Logistics UK's Training Team for course development.

[GetFile.aspx \(logistics.org.uk\)](http://logistics.org.uk/GetFile.aspx)

## Working with gas powered vehicles

### Guidance document

When purchasing new gas powered vehicles, they are frequently maintained by the main dealer network utilising their trained staff who are specialised to their particular product. For those running their maintenance in house, options for training staff on maintaining these vehicles becomes more limited. If or when the vehicles move into the second-hand market, training options for maintenance staff become almost non-existent.

Logistics UK has been working with members to identify both training requirements and training provisions for gas powered vehicles. This guidance document highlights the risk to those who may operate and/or work on gas powered vehicles, and outlines a framework of suggested training to be undertaken to demonstrate a minimum level of competence.

### Background

In regard to vehicle propulsion systems, motor vehicle apprenticeships and continuous professional development (CPD) of engineers/technicians has, over the past decades, primarily been focused on petrol and diesel internal combustion engines (ICE). Over the past few years and in fitting with the drive towards net zero emissions, there has been a trajectory towards the acquisition of vehicles powered by alternative fuels – one such source is gas.

Over the past five years the motor vehicle industry has been upskilling itself for the rise in electric vehicles and there are now a variety of technical training courses widely available for engineers/technicians to develop their competence in this area. However, what is not widely available are the same courses for gas powered vehicles, possibly due to this being a power source concentrated mainly for heavy vehicles, where vehicle volumes are substantially lower than that for cars.

Working with Logistics UK members established that beyond training offered by original equipment manufacturers (OEM) when purchasing their gas vehicles, there is little else available on the wider market. This is of concern as those vehicles are likely to go into the second-hand market in a few years and there is currently no training available to those who are not buying new vehicles. This potentially leading to a knowledge gap in the industry and hence a rise in the Health and Safety (H&S) risk for those working on such vehicles, their employers, and those in the vicinity.

### What is LNG, CNG, LPG and H<sub>2</sub>?

#### Liquefied Natural Gas (LNG)

- Mainly methane though may contain some ethane, propane and butane.
- LNG is created by cooling natural gas to -161°C thereby creating a liquid.
- This liquid is colourless, odourless, and non-toxic, but it is an extremely cold (cryogenic) fluid.
- At ambient pressure and temperature, 1 litre of LNG will expand to 600 litres of natural gas.
- Although LNG vapours are not toxic, LNG is classified as a simple asphyxiant and as such can reduce the oxygen content of an atmosphere, especially within confined spaces.



Fig 1: LNG vehicle

## 5b) Guidance: MOT failures

- Developed by Logistics UK's Engineering Forum members.
- Webinar conducted on 24<sup>th</sup> April.
- Now hosted on Logistics UK's website.
- LinkedIn article on 26<sup>th</sup> April.
- Review and update in 2025.

[GetFile.aspx \(logistics.org.uk\)](https://logistics.org.uk/GetFile.aspx)

### MOT failures

The main defect items presenters miss, which DVSA don't!  
(And what you can do about this)

#### Guidance document

The Driver and Vehicle Standards Agency (DVSA) are responsible for carrying out vehicle annual tests (MOT). Although HGV MOT fail rates have continued to drop year on year, the top failure items tend to remain the same.

Logistics UK has been analysing the detail behind these failures, to identify the main causes. This guidance document highlights the common failure items and provides ideas on how to ensure those preparing vehicles for MOT don't miss the defects DVSA will identify.

#### HGV

		Year	
		2022-23	2021-22
1	Aim of headlamps	2.28%	3.34%
2	Lamps	2.15%	3.33%
3	Brake systems and components	1.71%	3.80%
4	Service brake performance	1.27%	1.86%
5	Steering	1.13%	2.43%
6	Suspension	0.99%	2.59%
7	Condition of tyres	0.79%	5.27%

#### Trailer

		Year	
		2022-23	2021-22
1	Service brake performance	3.20%	4.36%
2	Parking brake performance	2.17%	3.12%
3	Brake systems and components	1.32%	2.65%
4	Lamps	1.21%	1.91%
5	Suspension	0.82%	1.95%
6	Rear markings and reflectors	0.47%	0.77%
7	Spray suppression, wings etc	0.45%	1.06%
8	Condition of tyres	0.43%	2.15%

### Introduction

DVSA Vehicle Assessors (VA) carry out the vehicle inspections utilising the HGV Inspection Manual to provide details of what items get inspected and the reasons for rejection. Defects not meeting the minimum standard are categorised into one of three categories depending on their severity:

- Minor – deficiencies having no significant effect on the safety of the vehicle/trailer or impact on the environment and other minor non-compliances.
- Major – deficiencies that may prejudice the safety of the vehicle/ trailer, have an impact on the environment, put other road users at risk or other more significant non-compliances.
- Dangerous – deficiencies constituting a direct and immediate risk to road safety or having an impact on the environment.

**Note:** The MOT inspection is the minimum acceptable standard of roadworthiness and doesn't allow for further deterioration in service as a normal preventative maintenance inspection should.

Our analysis used DVSA data for the top failure items 2022-23 and defect description data 2023-24 (up to and including 15 November 2023).

Each defect category is listed and analysed to identify the main causes with prevention guidance.

### Service brake performance (vehicle – No 4, trailer – No 1)

For 'service brake performance', the main defect for trailers (76%) is failing to achieve the overall percentage brake performance.

The main defect for vehicles (53%) is significant brake imbalance (failing to achieve 50% of the brake effort of the other wheel across an axle). DVSA categorise this as a 'Dangerous' defect and could result in prohibition action and possible follow-up action.



# Compliance session

*“Prevention is better than a cure”*

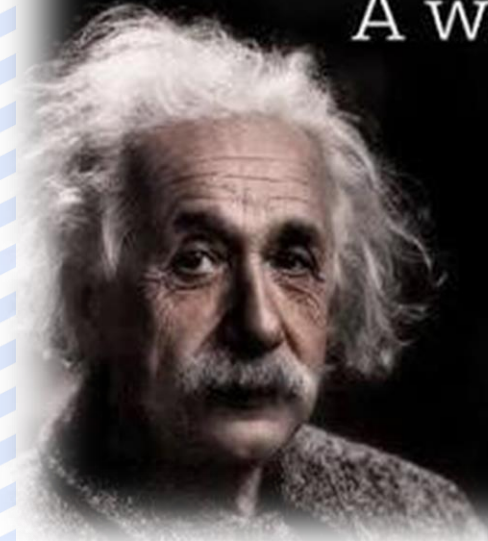
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UK

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A clever person  
solves a problem.  
A wise person  
avoids it.

Albert Einstein





# Q&A

To ask your question please use the link:

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2024

# MAC Compliance sprint: GB Domestic Hours

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# Logistics UK Member Advice Centre

0370 60 50 000

[mac@logistics.org.uk](mailto:mac@logistics.org.uk)

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Coffee break

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Manager

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# Transport Manager 2024

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**Transport  
Manager**  
2024

**LOGISTICS UK**

# GSR and ADAS systems

**James Ashford**

National manager of UK Connected  
Services, Brigade Electronics UK

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# General Safety Regulations & ADAS

James Ashford,

National Manager of UK Connected Services



# GSR Overview

- The General Safety Regulation is a **set of safety standards** that applies to **trucks in the EU**.
- It **mandates** the use of **advanced safety technologies** and improving the **design of the truck cab**.
- The EU estimates its new vehicle regulations will **save more than 25,000 lives** and **avoid at least 140,000 serious injuries by 2038**.





# GSR Overview

- GSR covers all new heavy-duty trucks **sold in the EU**, regardless of where they were manufactured.
- It also applies to **trucks that are imported** into the EU from other countries.
- GSR refers to homologated or type approved vehicles.
- A retrofit product may meet the criteria of GSR but has to be fitted prior to registration to receive GSR status.



# Vehicles Affected

GSR applies to **trucks in the EU** that have a gross vehicle weight **exceeding 3.5 tonnes**.

## M2

Passenger transport  
with more than  
8 seats in addition to  
the driver's seat  
Vehicle of less than  
5 tonnes



## N2

Transport of  
goods  
Vehicle between  
3.5 and 12 tonnes



## M3

Passenger transport  
with more than  
8 seats in addition to  
the driver's seat  
Vehicle of more than  
5 tonnes



## N3

Transport of  
goods  
Vehicle of more  
than 12 tonnes



# Legacy Fleet

- Some truck manufacturers are already selling vehicles with some elements of GSR **equipment as standard**
- Do you know **what equipment is coming** as standard?
- Will your drivers be **using multiple systems**?
- Is the **alarm strategy** / detection area the **same**?
- DVSA Guide to 'Maintaining Road Worthiness'
- **Training and documentation**





# GSR Functions Becoming Mandatory

Function	Purpose	Vehicle Type	Timing	
<b>Moving Off Information System (MOIS)</b>	Helps avoid collisions with pedestrians or cyclists during drive - off	M2, M3, N2, N3	2024	New vehicle registrations
<b>Blind Spot Information System (BSIS)</b>	Helps avoid collisions with cyclists riding near the passenger side of the vehicle	M2, M3, N2, N3		
<b>Reversing Information System (REIS)</b>	Helps avoid collisions during reversing manoeuvres	M2, M3, N2, N3		
<b>Intelligent Speed Assist (ISA)</b>	Helps recognise speed limits and alerts driver when speed limit is exceeded	M2, M3, N2, N3		
<b>Driver Drowsiness &amp; Alertness Warning (DDAW)</b>	Alerts driver when driving behavior indicates drowsiness or inattentiveness	M2, M3, N2, N3		
<b>Tyre Pressure Monitoring System (TPMS)</b>	Alerts driver of tyre pressure loss to help avoid blow out	M2, M3, N2, N3, O3, 04	2022	New vehicle homologations



# Reversing Information Systems (REIS)

## R158 Requirements:

- For vehicles in all N and M classes
- Monitor the rear of the vehicle to prevent collisions while reversing
- Activated when selecting reverse gear
- The range is from **0.2m to 3.5m behind the vehicle**
- Detection of the **same width as the vehicle**
- Informs the driver via an acoustic, optical or haptic signal



# Blind spot Information systems (BSIS)

## R151 Requirements:

- Monitors the blind spot on the passenger side to prevent collisions with cyclists
- For N2, M2, N3 and M3 classes
- When operating the vehicle between 0 and 30 km/h
- BSIS informs driver of cyclist in the blind spot and predicts collision
- Alerts via an optical, acoustic, haptic signal
- Similar to DVS requirements but the detection area slightly different



# Moving Off Information System (MOIS)

## R159 Requirements:

- For vehicles in all N and M classes
- The system monitors the blind spot in front and prevents collisions with pedestrians or cyclists
- When operating the vehicle between 0 and 10km/h
- Warning via an optical acoustic or haptic
- Similar to DVS but different detection areas



Are you still awake?



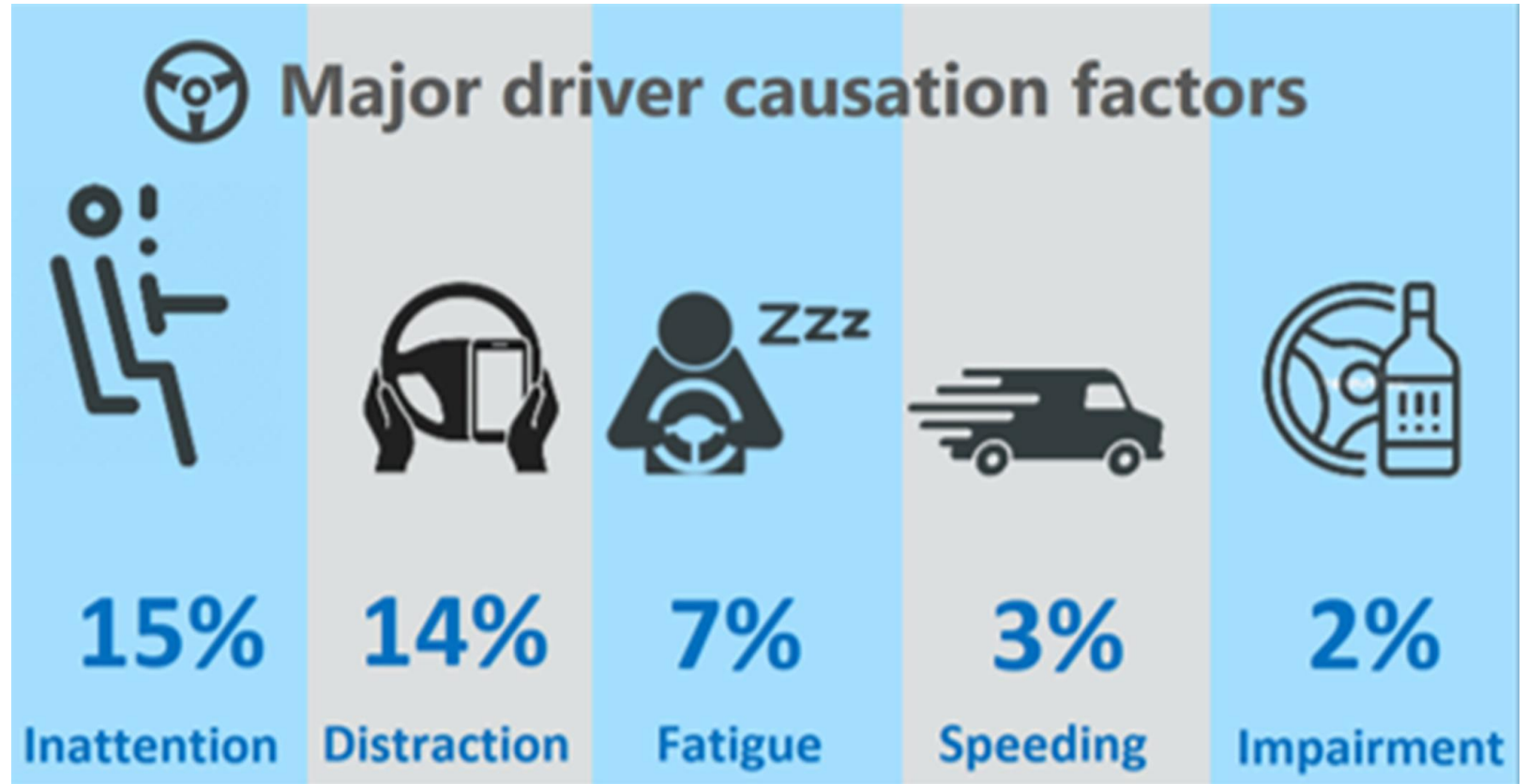


# ADAS Systems



# Human Error

- According to the National Highways Fatality Research Database (NHFRD) **41% of HGV collisions** are caused by **driver error**.



- Remaining % due to other factors such as third parties / mechanical / blind spots etc

How many hours sleep did you have last night?



**How many hours sleep did you have last night?**

① Start presenting to display the poll results on this slide.



# Driver Drowsiness & Attention Warning (DDAW)

## EU 2019/2144 requirements:

- In place for all new vehicles
- For vehicles in all M & N classes
- Monitor driver drowsiness based on performance against the **'Karolinska sleepiness scale'**
- Activated above the speed of 70 km/h
- Thereafter operate at speeds above 65 km/h
- Alert the driver via a visual and audible alert

## Karolinska Sleepiness Scale

Rate	Verbal Descriptions
1	Extremely Alert
2	Very Alert
3	Alert
4	Fairly Alert
5	Neither Alert nor Sleepy
6	Some Signs of Sleepiness
7	Sleepy, but No Effort to Keep Awake
8	Sleepy, Some Effort to Keep Awake
9	Very Sleepy, Great Effort to Keep Awake, Fighting Sleep



How many hours sleep have you had on average in the last week?



**How many hours sleep have you had on average in the last week?**

① Start presenting to display the poll results on this slide.

# Definitions

## Driver Drowsiness

- Sleep loss
- Sleep debt
- Sleep disorders
- Time of the day
- Sleep Inertia

## Driver Distraction

- Personal worries
- Anxiety
- Stress
- Lifestyle
- Running late
- Inattention V not paying attention

## Fatigue

- Time on task
- Boredom
- Stress
- Physical exertion
- Medical conditions



# Effects of Sleep

Dr Cheri Mah, Sleep Physician, Stanford Sleep Medicine Centre.

- 11 healthy basketball players
- Subjects maintained asleep schedule for a 2–4-week baseline
- Followed by a 5–7-week sleep extension period with a minimum goal of **10 hrs in bed each night**.
- Faster reaction time
- **4% faster sprint time**
- **Shooting accuracy improved**, with free throw percentage increasing by 9% and
- 3-point field goal percentage **increasing by 9.2%**



# Effects of Sleep Loss

- **<4 hours sleep = 15 X** more likely to be culpable in the event of a collision
- Same **effect as having 4 pints of beer**
- **Direct correlation** between the amount of **sleep** a person has, and the **risk** of a **collision**.



# Advanced Driver Distraction Warning (ADDW)<sup>®</sup>

## EU 2019/2144 requirements

- From 2026 for all new vehicles
- For vehicles in all M and N Classes
- Monitors distraction when the driver looks away from the road in identified zones for set period of time.

## Alerts given when:

1. Vehicle speed above 50km/h and drivers gaze in zone for a max of 3.5 seconds
2. Vehicle speed 20 km/h or above and drivers gaze in zone for 6 seconds





# Wake Up Call – Gaps in Safety Systems

- Digital recording systems
- Live services and connectivity
- Telematics
- Advanced ADAS driver monitoring (mobile phone use, smoking etc)
- Driver side safety and detection
- Asset protection





# Summary

- Updates in **blind spot technology**
- Awareness of **GSR**
- **Evolving systems**, from blind spots information systems to human error detection
- Driver drowsiness/ distraction and fatigue are **contributory factors to collisions**
- ADAS alerting the driver – leaving the **Transport Manager in the dark!**

# Q&A

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**The role of a transport manager in  
the 2024 workforce: understanding  
your compliance and employment  
law responsibilities**

**Chris Powell**  
Partner, Weightmans

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Find out more

# Weightmans

Transport managers and  
employment law: understanding  
your responsibilities

Logistics UK  
Transport Manager Conference 2024



**Chris Powell**

DD: 0121 616 6607

Mobile: 07458134841

Linkedin: [chrispowelllaw](#)

Email: [chris.powell@weightmans.com](mailto:chris.powell@weightmans.com)





## Why should transport managers care about employment law?

- The compliance role of the transport manager does not exist in isolation and can't just be left to the HR team.
- Three reasons it matters:
  1. Recruitment and Retention
  2. Regulatory Risk
  3. Responsibility and Reputation



## Agenda

1. Reasonable adjustments and disability discrimination
2. Responding to workplace harassment
3. Mental health and duty of care
4. Incident investigations and a fair process



## When to make a “reasonable adjustment”

- Scenario: drivers requesting a change to shift patterns
- What counts as a disability under the Equality Act?
- The duty to make reasonable adjustments



Would you agree to  
accommodate a change in  
shift pattern for the female  
driver?

① Start presenting to display the poll results on this slide.





## Responding workplace harassment

- Same scenario: leads to derogatory comments
- Likely to amount to unlawful harassment. Duty to take all reasonable steps to prevent this
- What are all reasonable steps?
  - policies in place
  - training
  - taking action against offenders
- ...and more protections are to come!



## Mental health and your duty of care

- Scenario: business change leading to anxiety, and a drop in compliance
- Serious incident caused by mental health crisis
- Multi-jurisdictional consequences follow...
  1. Employment law
  2. Traffic Commissioner
  3. Health and Safety Executive?
- Avoiding a one-size-fits-all HR perspective



## Incident investigations and the need for a fair process

- Consequence of a mismanaged investigation
- Common mistakes
  1. Lack of policy
  2. Lack of independence
  3. Lack of parity
  4. Not considering legal privilege
- Getting the right support before the event

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Have you ever taken part in a workplace incident investigation? If so, what was your experience – did it go smoothly?’

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## Conclusion

- A changing workforce that understand their rights
- Transport managers at the coalface of this. Three takeaways:
  1. The need for an understanding of:
    - a) discrimination and harassment
    - b) duty to manage mental health risks
    - c) A fair investigation process and legal privilege
    - d) Whistleblowing
  2. Review your policies and procedures
  3. Have the right support in place beforehand



Weightmans

# Weightmans

## Any Questions?



Find out more



**Chris Powell**

DD: 0121 616 6607

Mobile: 07458134841

Linkedin: [chrispowelllaw](#)

Email: [chris.powell@weightmans.com](mailto:chris.powell@weightmans.com)

# Q&A

To ask your question please use the link:

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# Revision of TM CPC syllabus

**Martin Candish**

Head of Policy Information,  
Logistics UK

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**2024**





## 'Licence to Practice' Qualification







## Civil Law



## Commercial Law



## Social Law



## Fiscal Law



## Financial Management



## Access to the market



## Technical Standards



## Road Safety



**For those of you who hold a Transport Manager Certificate of Professional Competence, when did you achieve the qualification?**

- A. In the last 5 years
- B. 5 years +
- C. 10 years +
- D. Grandfather rights
- E. I don't have a CPC

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**For those of you who hold a Transport Manager Certificate of Professional Competence, when did you achieve the qualification?**

① Start presenting to display the poll results on this slide.

**How well do you understand the road transport legislation that is relevant to your management responsibilities?**

- A. 80 to 100% understood
- B. 60 to 80% understood
- C. 40 to 60% understood
- D. Less than 40% understood



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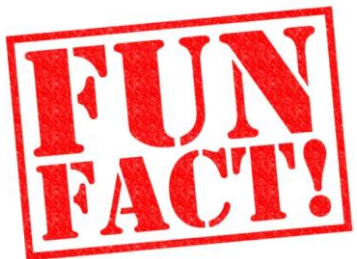


**How well do you understand the road transport  
legislation that is relevant to your management  
responsibilities?**

① Start presenting to display the poll results on this slide.

**When did the last 'EU Drivers Hours Regulations' changes come into effect in Great Britain?**

- A. 20 August 2020
- B. 4 February 2014
- C. 19 January 2013
- D. 15 March 2006



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**When did the last ‘EU Drivers  
Hours Regulations’ changes come  
into effect in Great Britain?**

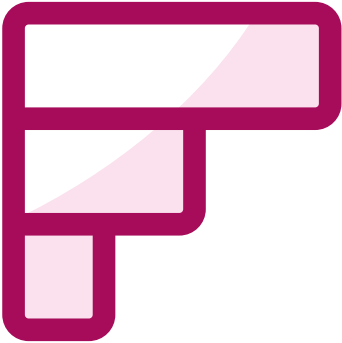
① Start presenting to display the poll results on this slide.

## Which area of the current TM CPC syllabus do you find **LEAST** relevant to your daily work?

- A. The principles of marketing, publicity and promotion
- B. Balance Sheets and Profit and Loss Accounts
- C. International Rules & Regulations
- D. Employee income tax and National Insurance contributions
- E. Establishment and operation of businesses
- F. Organisation charts and Work Plans

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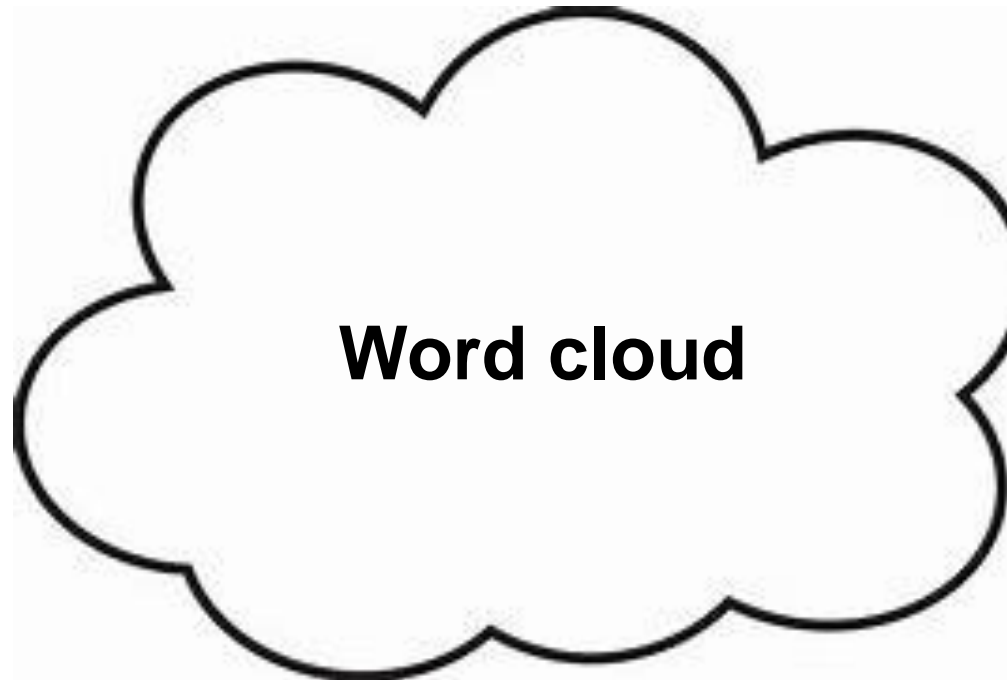


**Which area of the current TM CPC  
syllabus do you find **LEAST**  
relevant to your daily work?**

① Start presenting to display the poll results on this slide.



**In one-word, which subject area do you think should be top priority for examination?**



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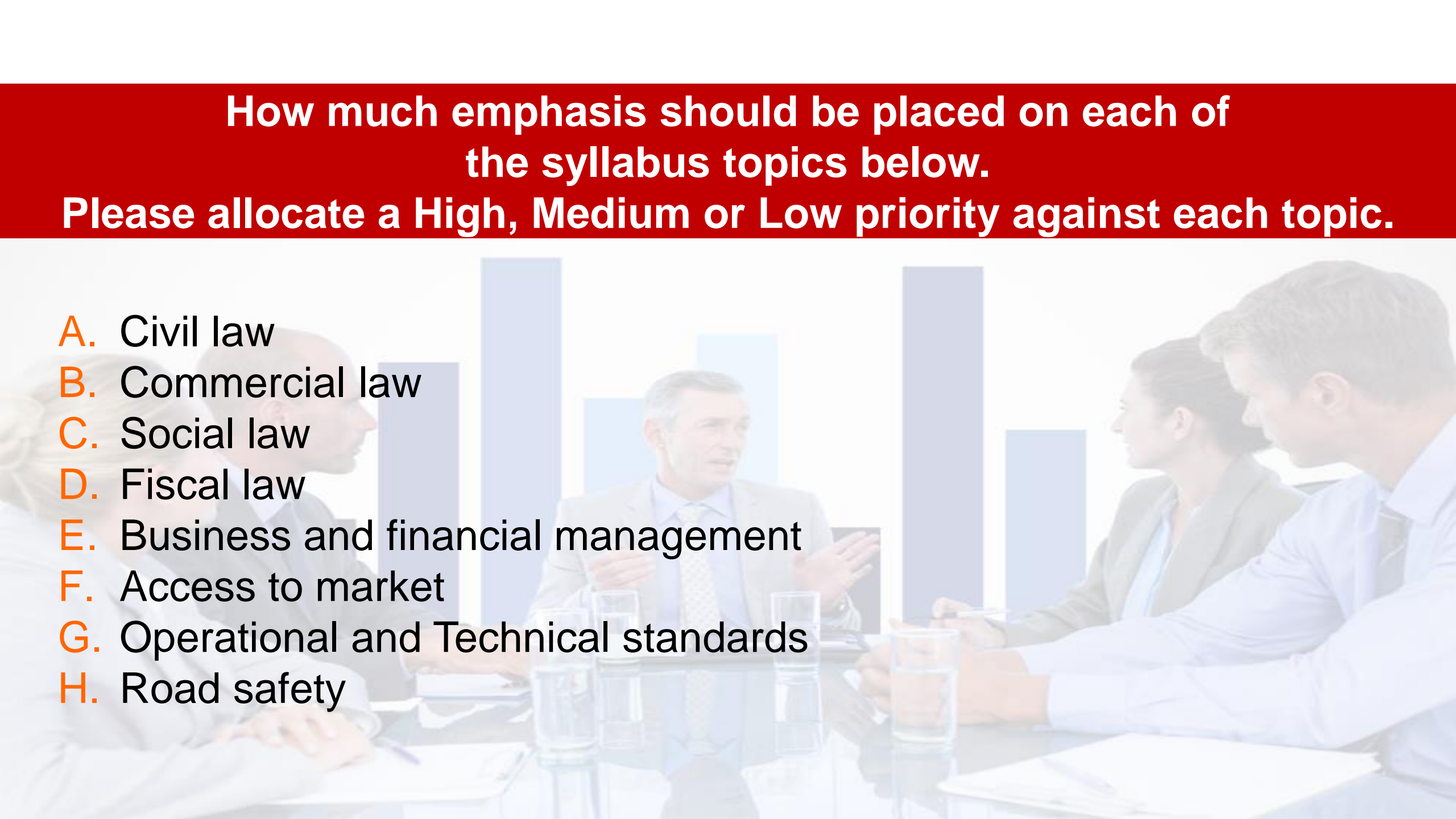


**In one-word, which subject area do you think should be top priority for examination?**

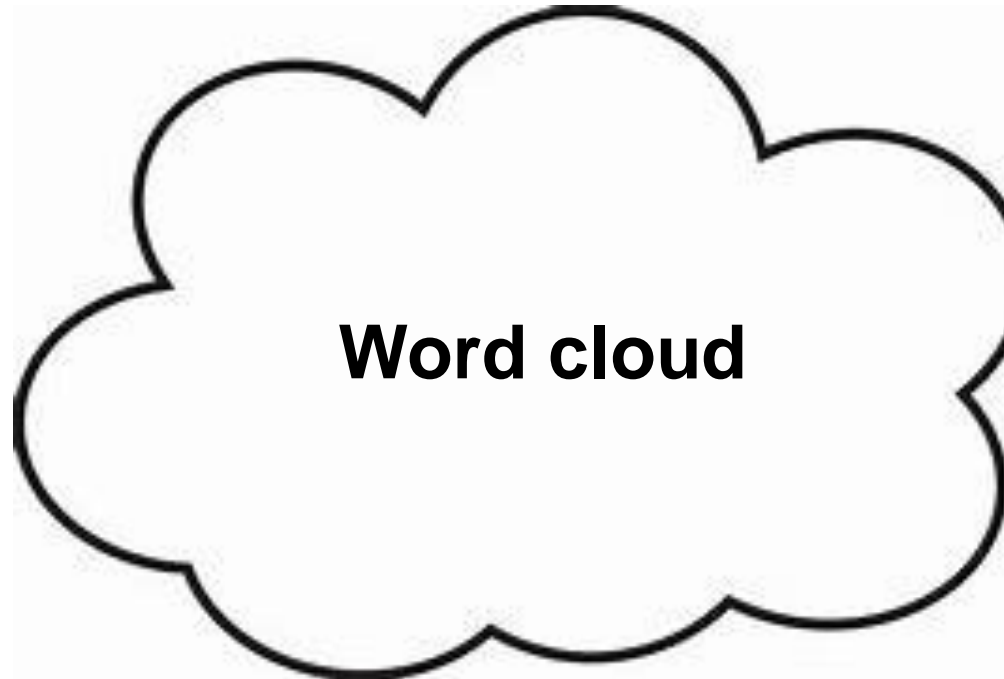
① Start presenting to display the poll results on this slide.

**How much emphasis should be placed on each of the syllabus topics below.**

**Please allocate a High, Medium or Low priority against each topic.**

- 
- The background of the slide features a faded image of a business meeting. Four professionals (three men and one woman) are seated around a conference table, engaged in discussion. In the background, a blue bar chart with several vertical bars of varying heights is visible. The overall tone is professional and corporate.
- A. Civil law
  - B. Commercial law
  - C. Social law
  - D. Fiscal law
  - E. Business and financial management
  - F. Access to market
  - G. Operational and Technical standards
  - H. Road safety

**Which additional topics do you think should be added to the TM CPC syllabus to assist in ensuring continuous and effective management?**



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**Which additional topics do you think should be added to the TM CPC syllabus to assist in ensuring continuous and effective management?**

① Start presenting to display the poll results on this slide.

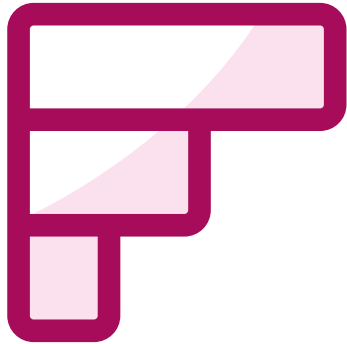


**Should all transport managers be required to obtain the same CPC qualification regardless of whether they are carrying out their duties for a restricted or standard national/international operator licence holder?**

- A. Yes, all TMs should sit the same qualification to ensure consistent competencies across all licence types.
- B. No, the current system is adequate.
- C. Yes, partly, there should be separate qualifications for national and international TMs but not based on the licence type.
- D. Not sure / Need more information.

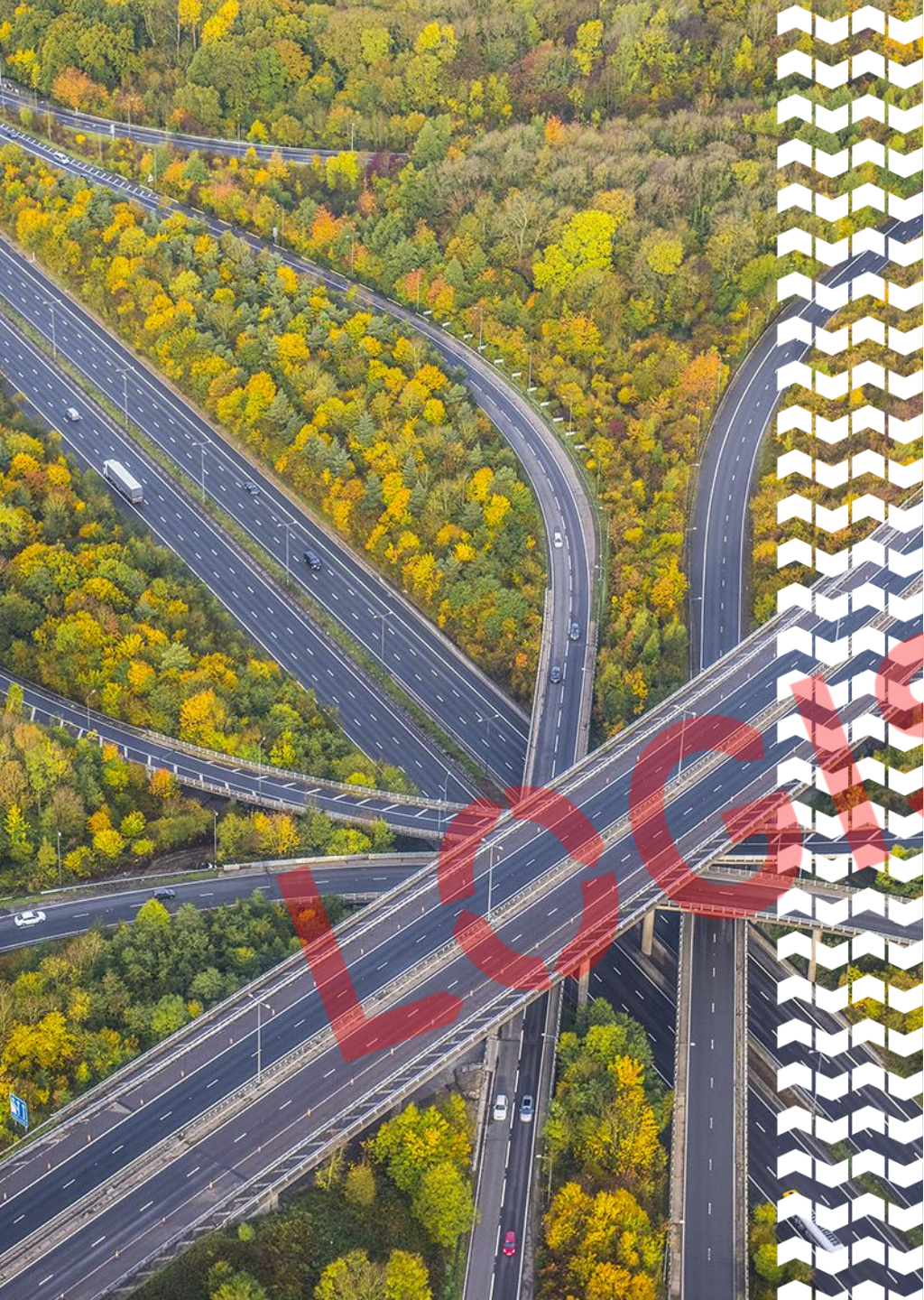
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Please download and install the  
Slido app on all computers you use



**Should all transport managers be required to obtain the same CPC qualification regardless of whether they are carrying out their duties for a restricted or standard national/international operator licence holder?**

① Start presenting to display the poll results on this slide.



**LOGISTICS UK**

**Transport Manager CPC  
Qualification**

**Thank you.**

**LOGISTICS UK**

LOGISTICS UK

**Transport  
Manager**

2024

**MAC Compliance sprint:**

**Vocational Driver  
Renewal and Section 88**

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[mac@logistics.org.uk](mailto:mac@logistics.org.uk)

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Lunch break

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# Transport Manager 2024

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# PRIZE DRAWS

Brigade



**LOGISTICS UK**

# Transport Managers in a connected and autonomous world

**Michelle Gardner**, Deputy Director -  
Policy, Logistics UK

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Join at: [www.sli.do](https://www.sli.do) **#TM24**

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Manager**

**2024**



## Why talk about this now?

---

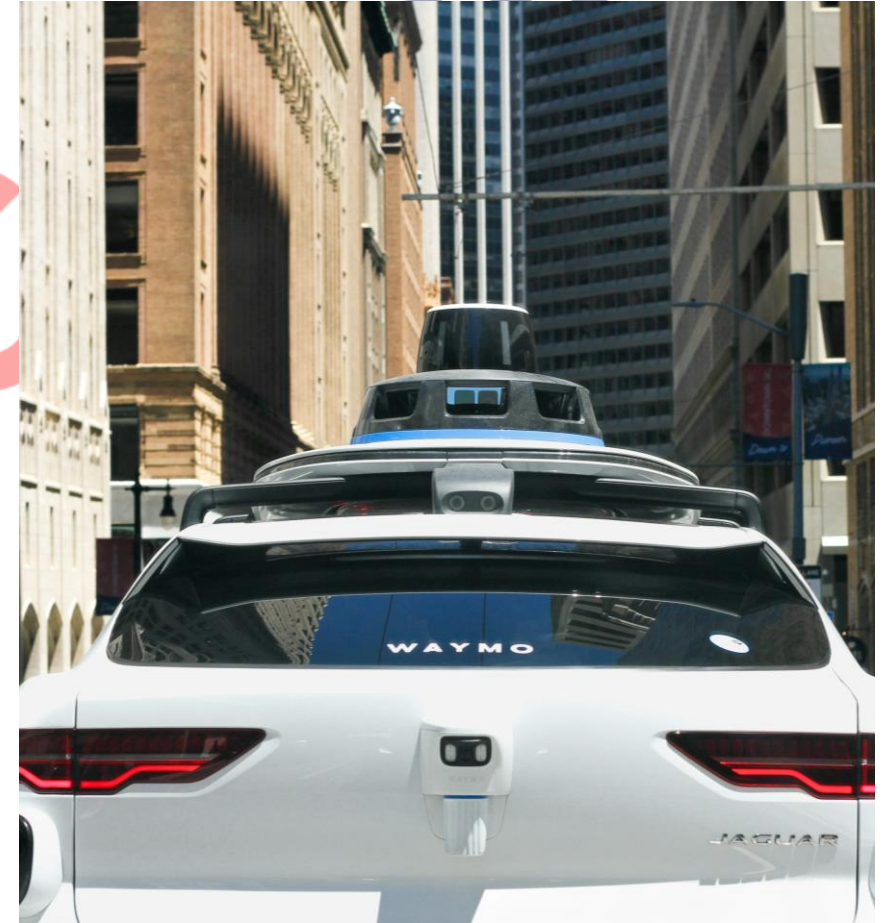
LOGISTICS UK

Vehicles becoming more connected all the time.

Current logistics uses fairly restricted.

On-road operation limited to small-scale pilots.

But this is changing...



0

- **No automation:** Manual control. The human performs all driving tasks (steering, acceleration, braking etc.)

1

- **Driver assistance:** The vehicle features a single automated system (e.g. it monitors speed through cruise control)

2

- **Partial automation:** ADAS. The vehicle can perform steering and acceleration. The human still monitors all tasks and can take control at any time

3

- **Conditional automation:** Environmental detection capabilities. The vehicle can perform most driving tasks, but human override is still required

4

- **High automation:** The vehicle performs all driving tasks under specific circumstances. Geofencing is required. Human override still an option.

5

- **Full automation:** The vehicle performs all driving tasks under all conditions. Zero human attention or interaction is required

## Logistics AVs in the wild

---

LOGISTICS UK

5g CAL/VCAL project in Sunderland with Vantec

DPD autonomous parcel delivery robots in Milton Keynes.

Asda/Wayve home delivery trial in London.



## Automated Vehicles Act

---

Automated Vehicles (AV) Act passed in 2024

Government stated that AVs could be on UK roads within two years.

Require self-driving vehicles to achieve a level of **safety at least as high as careful and competent human drivers**.

Shifts criminal liability away from the driver of the vehicle to its 'regulated licensed operators'.

LOGISTICS UK





**What are the biggest potential benefits (if any) you could see from the introduction of AVs into your operation?**

- Safety improvements
- Better fleet utilisation (through fewer driver restrictions)
- Fuel/energy efficiency
- Reduced labour costs
- None of the above/I don't see any benefits



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What are the biggest potential benefits (if any)  
you could see from the introduction of AVs into  
your operation?

① Start presenting to display the poll results on this slide.

## Potential benefits of AVs

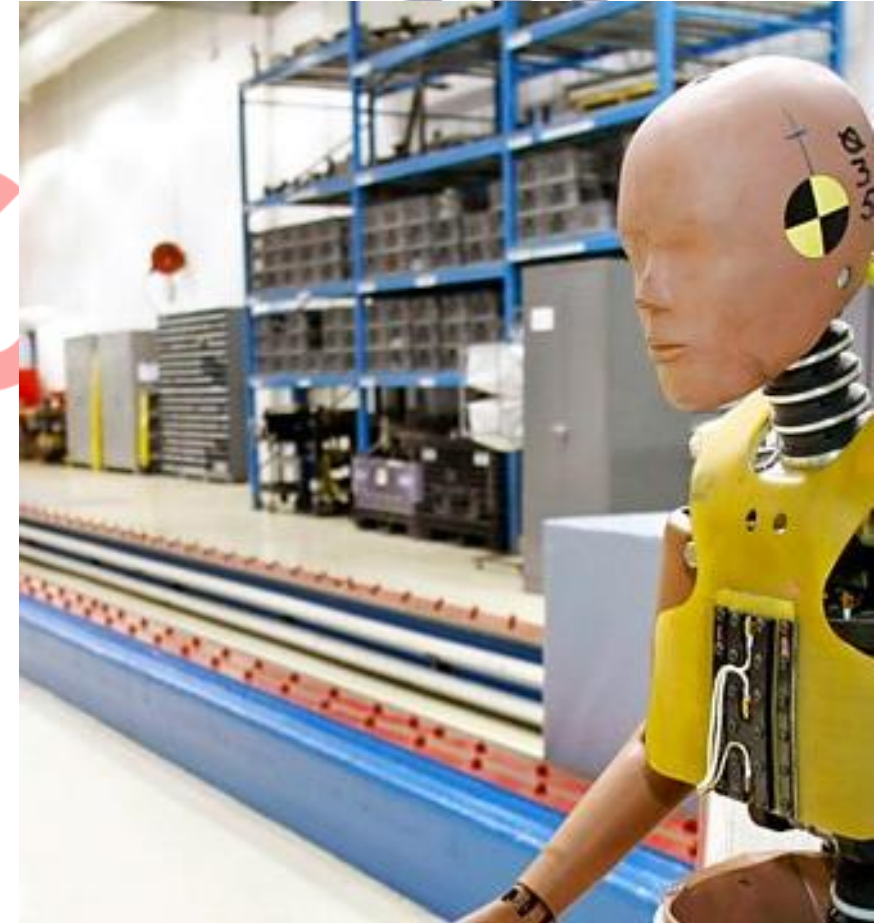
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LOGISTICS UK

Safety

Efficiency

Emissions



## The impact on the Transport Manager

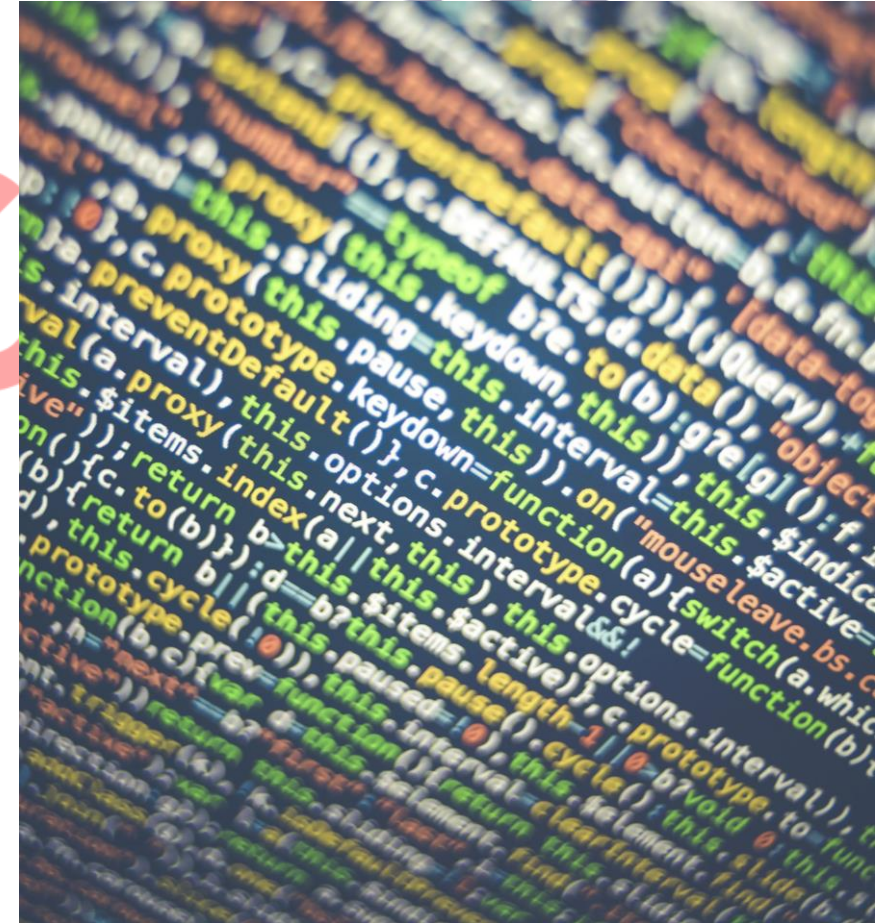
LOGISTICS UK

Shift from managing drivers to managing technology and data.

Importance of cybersecurity and data management

Continuous training and adaptation to new technologies.

New skills: technical proficiency, data analysis, change management.



What other changes do you think AVs will make to the role of TM?

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Please download and install the  
Slido app on all computers you use



**What other changes do you  
think AVs will make to the  
role of TM?**

① Start presenting to display the poll results on this slide.



New regulatory framework will emerge and be developed.

Compliance challenges and liability issues.

Interaction between AV legislation and other areas of regulation.

Changes in TM CPC and other areas of training.

Interaction between your fleet and other AVs.



## What can you do now?

---

LOGISTICS UK

Ensure familiarity with latest developments in technology.

Follow regulatory developments.

Think about driver training and CPD.



# Q&A

To ask your question please use the link:

<https://www.sli.do/>

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# Driver Focus: Finding and keeping the best!

**Andrew Drewary**, Road Risk  
Consultant, Managing Director  
Road Safety Smart

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Transport Manager Conferences 2024



# Driver Focus: Finding and keeping the best!

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**Andrew Drewary** FCILT MARRM AMRSGB AMIVR  
Consultant Road Safety & Collision Investigator

Road Risk Manager of the Year - Brake UK Fleet Awards 2023

[www.roadsafetysmart.co.uk](http://www.roadsafetysmart.co.uk)



Nominated again 2024!!



# Just give it a go!



[www.roadsafetysmart.co.uk](http://www.roadsafetysmart.co.uk)



# Respected and valued!



Do we show the  
right attitude  
towards our  
drivers?



New Zealand





# Recruitment best practice



**Shout about why drivers should choose you above all others!!**

Explain what your overall package is: Bonuses, incentives, benefits

**Get to know your potential drivers beforehand**

- Helps to identify potential issues before offering employment
- Driving licence, CPC and DBS checks - what is your points limit?
- Drug and Alcohol test - compulsory/random testing during whole process
- Driver psychometric test - identify risky behaviours
- DVSA Theory Test - how up to date are they
- Conduct a full practical in-vehicle driving assessment that meets the DVSA National Driving Standards\*:
  - ✓ In the same type of vehicle - obvious but you will be surprised!!
  - ✓ By a DVSA or similar qualified assessor



\* <https://www.gov.uk/government/collections/national-driving-and-riding-standards>



# Driver onboarding and induction



## Should be a mix of:

### ✓ E-learning

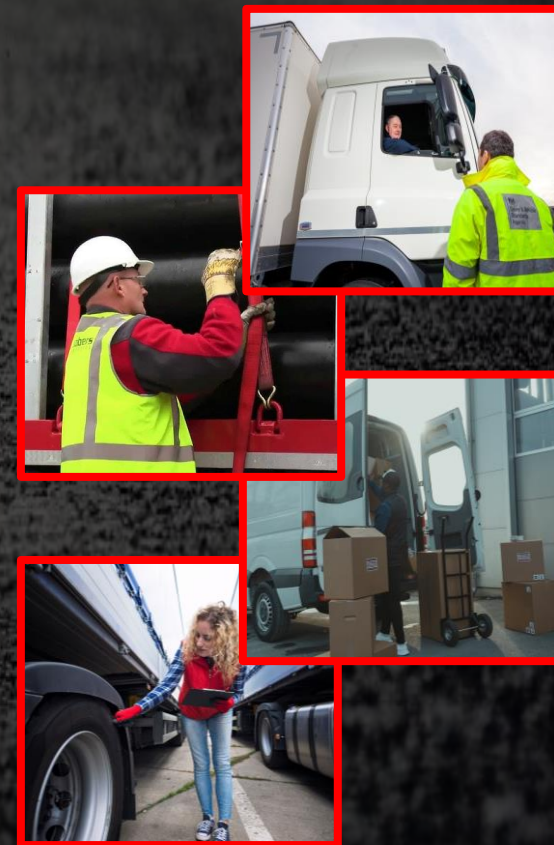
- ❖ General document completion
- ❖ Provision of apps and how to use them
- ❖ Driver medical review

### ✓ Workshop

- Driving for Work Policy, Driver Handbook & Safety Culture
- Associated policies and initial Toolbox Talks: Walkaround Checks, Load Security, Coupling/Uncoupling, Bridge Strike etc etc
- Risk Assessments
- Operator Licence Awareness Training (OLAT)
- Categorisation of Vehicle Defects & Enforcement Sanctions

### ✓ Practical - evidence based

- Walkaround Checks
- Load Security
- Coupling/Uncoupling
- GOAL and SLAM checks





# The right cultures and behaviours



Setting and Embedding the right cultures and behaviours is vital, so....

.... who makes a good driver?

A good manager!



# Ensuring effective ongoing training



- ✓ Ensure internal staff/external provider are qualified to produce/deliver the training required
- ✓ Source your own Driver CPC provider and dictate/vet the training sessions they provide
- ✓ If you allow your drivers to source their own CPC provider, check them out too
- ✓ Use your collision/incident investigations to produce evidenced based training
- ✓ Have your own annual Driver Training Programme in addition to Driver CPC
- ✓ Good practice for drivers to undertake an annual practical in-vehicle driving assessment that meets the DVSA National Driving Standards \*
- ✓ Targeted remedial practical in-vehicle driving assessments are vital - it is good practice to replicate the scenario that has led to the training, such as:
  - same vehicle
  - same time of day
  - same location
  - same route etc
- ✓ **Finally, make sure the training is interactive, fun and memorable!!**

\* <https://www.gov.uk/government/collections/national-driving-and-riding-standards>



# Two 'funniest' questions ever!!



When was the last time you asked your drivers to read the Highway Code?



When was the last time you read the Highway Code?



# The 'Handsfree Memory' game - come up and play



[www.roadsafetysmart.co.uk](http://www.roadsafetysmart.co.uk)

# What can you remember about your journey?



1. How many people were stood at the first Bus Stop?

3

2. Who was stood outside of the shops?

Woman & pushchair

3. What were the pedestrians holding?

An umbrella

4. What colour car was pulling out of the nursery?

Pale blue

5. How were the cars parked illegally as the pale blue car pulled out?

On pavement & DYL

6. How many warning signs were after the pale blue car?

2

7. How many people were stood at the last Bus Stop?

1

8. What colour was the last car on the left?

Yellow

9. What was the colour, make and model of the car you followed?

Black, Kia Sportage

10. What was the first question you were asked?

What is your name?



# Managing health and wellbeing issues

## Vehicle roadworthiness

- ✓ Regular maintenance inspections
- ✓ MoT's
- ✓ Daily vehicle walkaround checks
- ✓ In-service defect reporting
- ✓ Roadside repairs
- ✓ Roadside recovery
- ✓ 360 CCTV
- ✓ Strict post collision process before the vehicle goes back out on the road





# Managing health and wellbeing issues



## Driver roadworthiness

- ✓ Managed drivers' hours
- ✓ Managed rest breaks
- ? Effect of shift pattern
- ? Sleep quality
- ? Stress levels - work and private
- ? Physical health
- ? Annual medical review
- ? Annual eye test with an optician
- ? Poor post collision process before drivers go back out on the road
- ? Are they fit to drive

How are your drivers really doing?





# Effective driver agency management



**You need to dictate the process, so remember....  
....you are the customer**

- Establish what you want from an agency
- Set your parameters - SLAs, KPIs, Targets
- Put your work out to tender

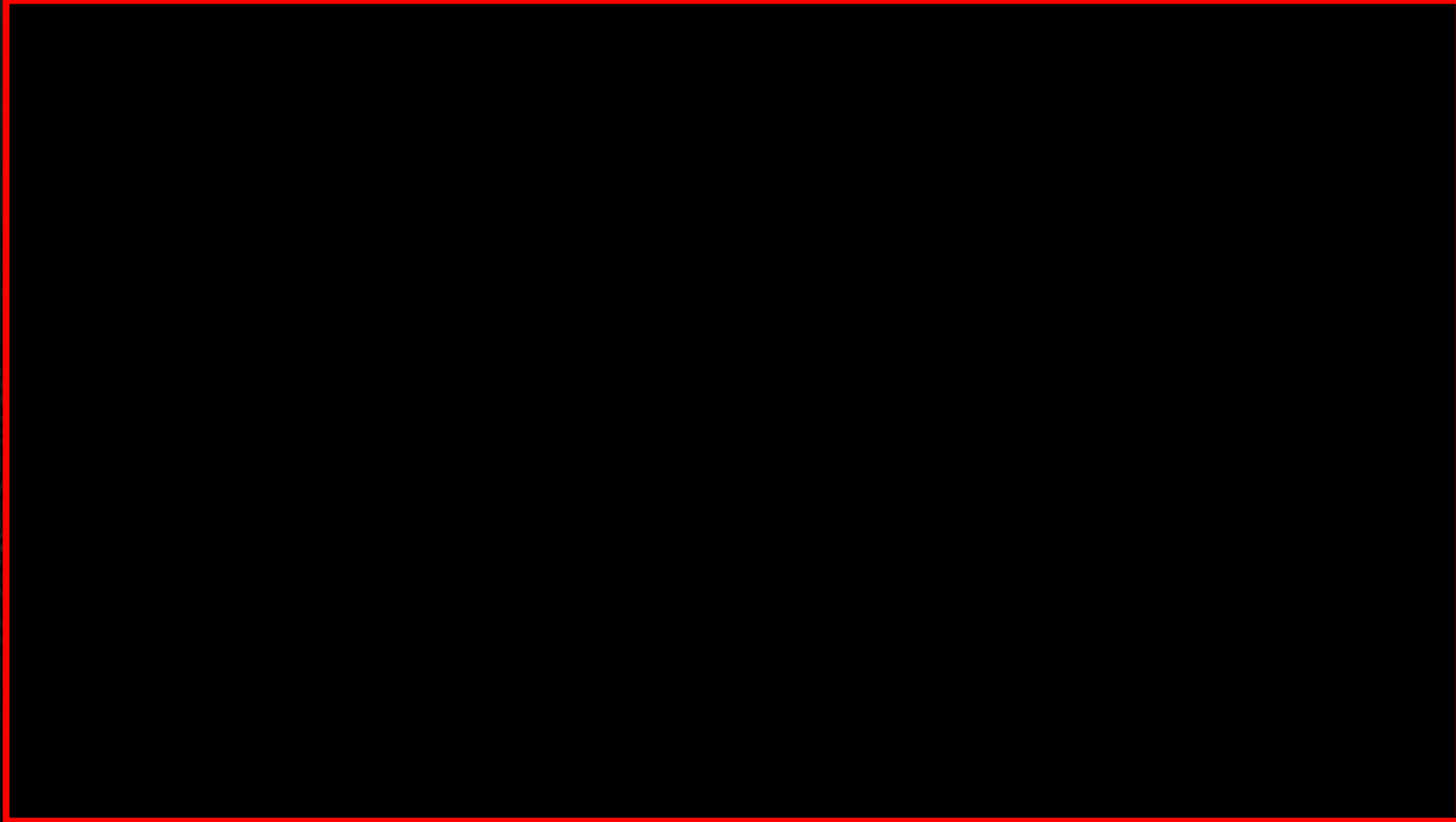
## **Do they have their own:**

- ✓ Transport Manager
- ✓ Training programme - not just CPC but more
- ✓ Trainers who meet DVSA standards or equivalent
- ✓ Driving for Work Policy, Bridge Strike Policy etc etc etc
- ✓ Collision/Incident Investigation process and claims policy
- ✓ Ask to see all of the above





# Monitoring and safety improvement



# Monitoring and safety improvement.



**At fault' collisions/incidents - January 2020 to June 2024 = 2157**

**Own Depot**

**21%**

**F = 53%** R = 47%

**OWN = 89%**  
TPV = 11%

**Delivery Location**

**39%**

**F = 45%** R = 55%

OWN = 13%  
TPV = 27%  
**TPP = 60%**

**Public Highway**

**40%**

**F = 84%** R = 16%

**OWN = 45%**  
TPV = 50%  
TPP = 5%

F = Forward R = Reverse OWN = Own vehicle only TPV = Third Party vehicle TPP = Third Party Property

[www.roadsafetysmart.co.uk](http://www.roadsafetysmart.co.uk)



# Monitoring and safety improvement.



## Summary of 'at fault collisions/incidents'

**Over  $\frac{3}{4}$**  happen with drivers who have 2 or more recorded collisions/incidents, and these are only  $\frac{1}{4}$  of the driver workforce

**Over  $\frac{3}{4}$**  happen at the speeds of under 10mph

**Over  $\frac{1}{2}$**  happen when the vehicle is moving forwards

**Over  $\frac{1}{2}$**  have an operational contributory cause and not just driver behaviour



past



now



future





# Top tips



## Priorities to take away with you

- ✓ Onboard and train drivers properly
- ✓ Learn from incident and near miss reporting/investigations
- ✓ Have set requirements for Driver Agencies
- ✓ **And finally, care about your drivers**





# Thank You

**Andrew Drewary** FCLT MARRM AMRSGB AMIVR  
Consultant Road Safety & Collision Analyst

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andrew@roadsafetysmart.co.uk

 @ADrewary  Andrew Drewary



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# Q&A

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2024

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# **Metropolitan Police: Dealing with fatal incidents and collision investigation**

**Richard Wenham**

Inspector, Commercial Vehicle Unit

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Join at: [www.sli.do](https://www.sli.do) **#TM24**

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# WHAT HAPPENS WHEN THE WORSE HAPPENS?

## Contingency Plans

Fire



Flood



Theft



IT failure



FATAL COLLISION



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Commercial Vehicle Unit





**METROPOLITAN  
POLICE**

## **FATAL COLLISION WITNESS APPEAL**

**DAY : TOMMOROW**

**TIME : 16:55**

**Did you witness a collision at  
this location at the above  
time.**

**Please contact the police.**

### **The anatomy of a fatal collision;**

**Process at the scene.**

**Drivers interview at scene.**

**Roles of a Transport Manager.**

**Company response.**

**Driver welfare.**

**Return to normality.**



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POLICE**

**LOGISTICS UK**

**Commercial Vehicle Unit**

17:05

Friday afternoon before a bank holiday weekend.

Office due to close 17:30.

Dave Cousins, one of your most experienced drivers was due back at 17:00 from last job of the day.

Lisa, just put me through to the office, please it's awful, just awful

Dave are you ok? What's happened?



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16:55

10 Minutes ago.

The traffic lights phase to green, Kelly realises that she came to a stop in a high gear and cannot pull away quickly.

As Dave who is driving the HGV begins his left turn.





16:56

9 Minutes ago.

Units please to High Road, junction Sanford Rd, HGV v cyclist, believed serious injury. Multiple calls now, ambulance have despatched HEMS. Any CVU available please?



Multiple requests for female cyclist under a lorry, multiple resources despatched including Incident Officer and Air Ambulance.



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16:57

8 Minutes ago.



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17:02

3 Minutes ago.

Numerous emergency services are on scene.

The Air Ambulance has landed in a nearby playing field and the Doctors are conducting an emergency procedure on the casualty at the roadside.

Police units are closing a number of major roads and traffic is building up.

There are a number of bystanders taking pictures and videos of the scene.

Dave is still in the cab of his lorry, witness to all of the emergency services actions and the Air Ambulance are now conducting CPR on Kelly.



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## Commercial Vehicle Unit

Dave is taken to the CVU van and removed from public view.

We cant hide your liveried vehicle, we can give your driver some dignity and privacy.

Hot drinks can be provided. (after drink/drug tests completed)

No cctv in the van to allow private and legal calls to be made.



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17:20

Hello Steve, I am afraid this is a confirmed fatality now, your driver is in a bad way and it would be really helpful if you could get down here.

I'll be as fast as I can, I've never been in this position before.



Disaster Control



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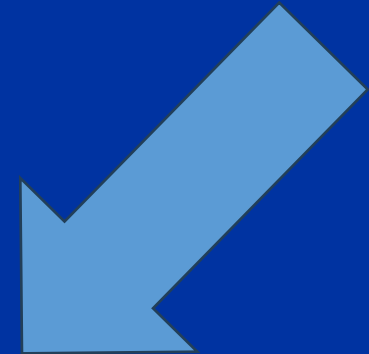
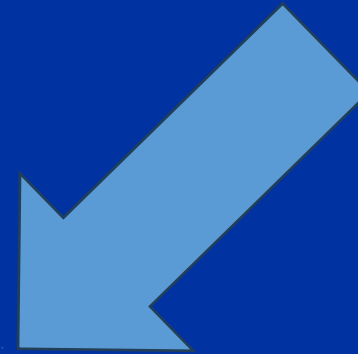
# What happens next?

DRIVER

SCENE

VEHICLE

INVESTIGATION



All deaths are reported to HM Coroner. The role of the police is to investigate the circumstances of a death and compile a report to allow the Coroner to pass a judgement on the cause of death.

## DRIVER

### Driver's account of the collision

To ask questions of a person at a collision, as part of an investigation that person **MUST** be under caution.

*“You do not have to say anything, but it may harm your defence if you do not mention now something you later rely on in court, anything you do say may be used in evidence.”*

*You are not under arrest.*

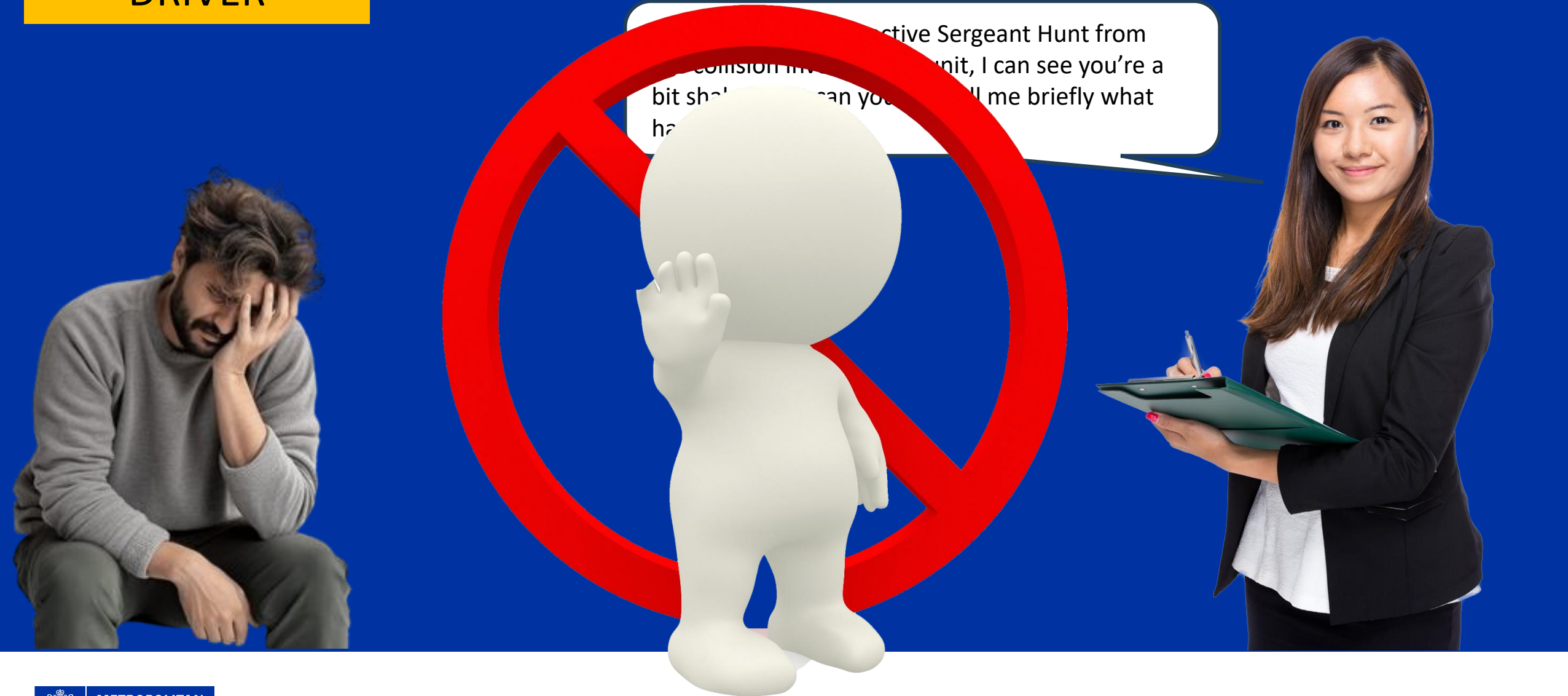
*You are free to leave.*

***You are entitled to legal advice.***



## At the scene – Immediate actions

### DRIVER



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## DRIVER

The majority of legal advice at the roadside will confirm that S170 has been complied with and will advise the police that due to the traumatic nature of the incident the driver will assist with an interview after a period of decompression and to allow for structured legal advice.

The will advise that no further questions should be put to the driver on account of trauma witnessed and their understandable distress







In the vast majority of fatal and serious collisions the driver's mobile phone will be seized by the collision investigators.

This is as much about proving a driver WASN'T on a phone when the collision happened as it is about proving they were if this is suspected.

IF in cab cctv footage can be available this line of enquiry can be ruled out at scene in many cases.

**This is a standard procedure following a serious collision and drives home the importance of not using mobile devices while driving.**

**For the drivers against in cab monitoring, CCTV can be a drivers best friend when it comes to investigating driver conduct complaints and serious collisions.**



## Transport Manager

Transport Manager, or delegated company representative to attend the scene where possible in all cases of serious injury, or fatal collision.

- Support the driver at the scene, a friendly face is always better than a police officer in uniform.
- Liaise with investigators about telematics, cameras and safety systems.
- Arrange transport home for the driver.
- Trigger early notification of insurance company.
- Trigger early notification of legal representation.
- Ensuring load is transferred if appropriate.



## SCENE

Scenes will remain in place for a number of hours. All vehicles and in some cases, deceased will remain in the scene until it has been digitally mapped, photographed and examined by a Forensic Collision Investigator

At this point the drivers card will be downloaded by either CVU officers or Collision Investigators.  
**THIS SHOULD BE RETURNED TO THE DRIVER**

The driver should be released from the scene at the earliest opportunity to minimise the traumatic impact remaining is likely to have.

The driver should be taken by a company representative, and not allowed to make their own way home.



## VEHICLE

Tacho VU 4hz download.

Visual inspection;

- Class 5 & 6 Mirrors adjusted?
- DV window obscured?
- Curtains/accessories blocking view?
- Is safety equipment working?
- Audible turn alarms?

Brake tests (depending on damage)

Vehicle seized pending a full forensic mechanical examination.





# VEHICLE



R v who ? I though the lady's name was Parsons ?

We are losing money with the lorry out of service!

Ah.....no.....sorry!

Its being held under the R v Beckford ruling, could be some time...



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# R. v Beckford 1994

Following a fatal collision where a defendant (Beckford) was charged with causing death by careless driving.

At trial Beckford offered a defence that the vehicle had suffered a mechanical defect causing him to lose control and thereby was the cause of the death and not his poor driving. This was not suggested following the fatal collision.

The judge directed a mechanical examination of the car, which was not possible as the car had been scrapped.

The appeal against conviction was upheld and Beckford walked free.

The ruling was made that vehicles that may be subject to a serious investigation must be retained in the condition they were recovered from the scene of the crash.

The must also be available to the family of a victim for an independent mechanical examination.



# INVESTIGATION



Detective led investigation, akin to a homicide investigation.

Eye witness statements.

CCTV & doorbell camera footage.

Dashcam footage.

Forensic mechanical reports .

Driver training, CPC and conduct files.

## DRIVER INTERVIEW



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## Driver Interview

**Always engage legal support at the earliest opportunity.**

**Solicitors can;**

**Prepare statements for events leading up to a collision.**

**Prepare the driver for the interview itself.**

**Support the driver through the interview and clarify any questions.**

**ALWAYS take a road specialist solicitor to a police interview.**

**IT IS YOUR RIGHT !**



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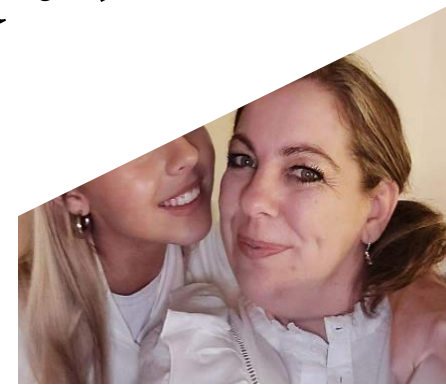
**Commercial Vehicle Unit**





## Daily News

Popular  
kill



...as killed  
...ual cycle by a  
...ker who turned left  
across her path in Sandford yesterday afternoon.  
Family members are calling for a ban on HGVs in  
the town centre and state Kelly was a loving  
mother cruelly taken from them. The driver of  
the HGV was not arrested. Wenham Transport  
have been approached for comment,

Wenham Transport have been approached  
for comment.....

## Corporate response & reputation protection.

A spokesperson for Wenham Transport made the following comment to our news desk.

“We send our heartfelt condolences to Mrs Parsons family. We are fully cooperating with the police enquiries and are unable to comment further at this time.

We approached Wenham Transport and they declined to make any comment.

An ex-employee of the firm contacted the news desk and stated that the company pushed drivers to the limits and value profit over safety.

A spokesperson for Wenham Transport made the following comment to our news desk.

“It’s a shame that cyclists never learn and as a result our vehicle is in a police impound yard and the company are suffering through no fault of our own.”

**THE GOOD**

**THE BAD**

**THE UGLY**



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## Coroners Court .

Fast forward many months !

DS Hunt presents her findings to HM Coroner.

# It's all over !

## Isn't it ???

*The vehicle was in good order and the driver well trained with an exemplary driving career. The evidence of the collision investigators places Mrs Parsons in an area of the vehicle with limited visibility and out of range of a sensor which would have alerted the driver to her presence. The vehicle was displaying an indicator. In this case it is a collection of circumstances that has resulted in the accidental death of Mrs Parsons.*



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**Dave has been under investigation for 2 years**

**He has lost weight, and become withdrawn**

**He drinks to sleep and drinks to forget**

**PRISON**

**No work, no  
mortgage**

**Someone is  
DEAD because  
of me**



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**LOGISTICS UK**

**Commercial Vehicle Unit**



## Early engagement of employee assistance program



**Not just Dave !**

**Anyone can be affected by this incident, what about Steve, he was at the scene, what about Lisa who took the call, do they need a de-brief and decompress?**

**Get early engagement as part of your process, regardless of perceived fault or blame!**

**Dave has been cleared of any blame. Are you keeping THAT vehicle?. Is Dave going to drive THAT vehicle?**



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**LOGISTICS UK**

**Commercial Vehicle Unit**

There is no doubt a scenario like this is traumatic for everyone involved.

The emergency services have de-brief and decompress schemes for responders.

Self-medication is the most dangerous & harmful method of coping, there are no defences to drink/drug driving.

Research has shown a distrust of Employee Assistance Schemes, through fear of being judged or losing employment.

98% of UK HGV licence holders are men.

74% of UK suicide is working age men.

Men are 70% less likely to reach out for in person or telephone based crisis support, through fear of being judged or considered weak!

# SHOUT for help



# Text SHOUT to 85258

**shout**  
85258 here for  
you 24/7

FREE text message based crisis support.

24/7/365

Does not show on phone bills.

All advice is overseen by clinical professionals.

Does not offer ANY voice contact, prevents feeling of being judged.

Will not refer to other agencies without permission.

Will NEVER call or message back.

Over 70,000,000 messages exchanged in 5 years.

43% users never reached out for crisis support.



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Commercial Vehicle Unit

# So....

# How prepared are you, if the worse happens?





# Q&A

To ask your question please use the link:

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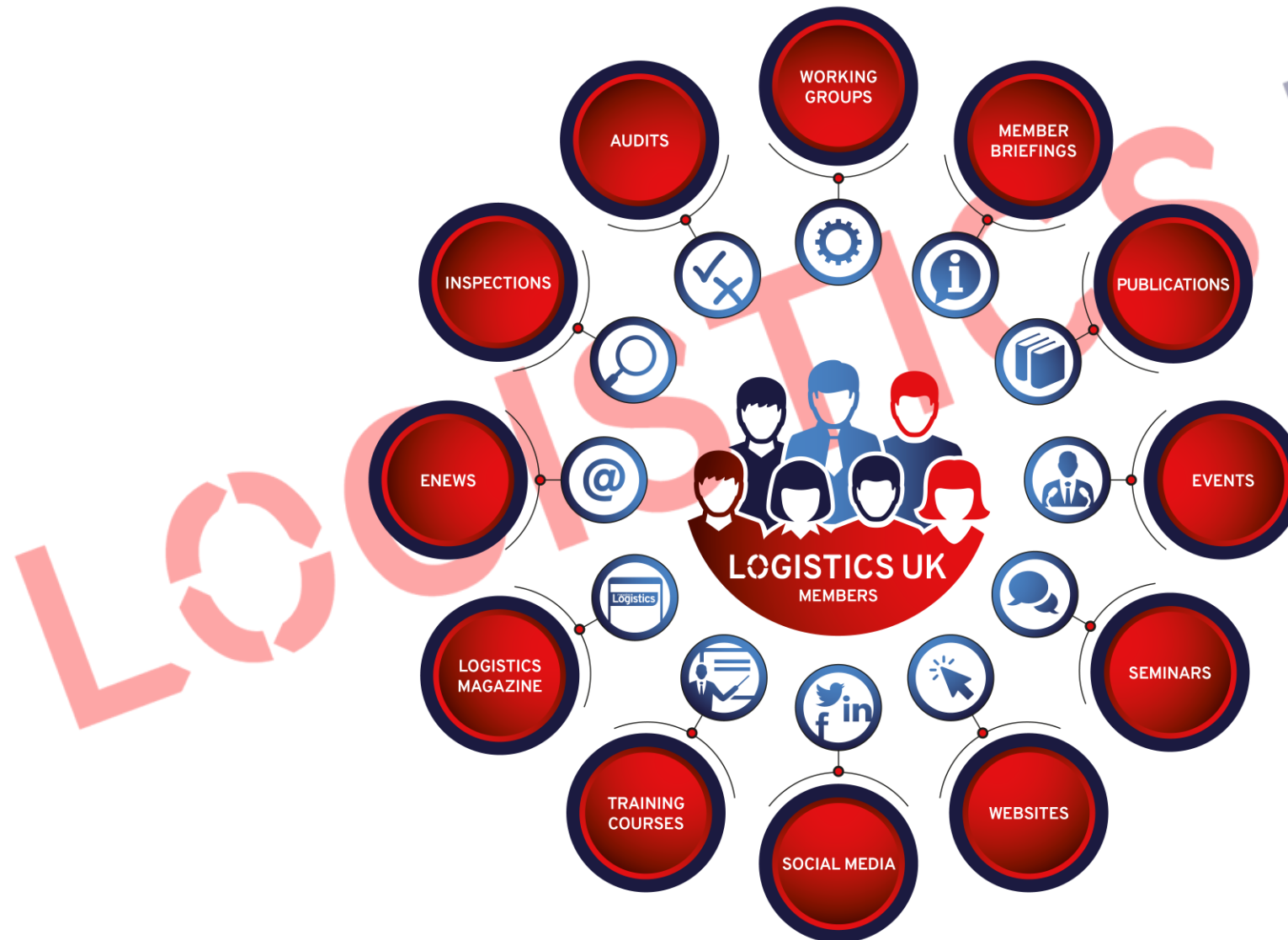
bp



Weightmans

wtw







Your online delegate pack

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LOC



UK

# Stay in touch with us

# LOGISTICS UK

**LOGISTICS UK**  
Weekly enews



28 August 2024

Your weekly member email from Logistics UK sharing the latest updates addressing industry-relevant developments, legislation and compliance updates and campaigns to help you stay informed.

In this issue:

- Two months to go before DVS requirements change.
- Call for Evidence – Clandestine Entry and the functioning of the UK border.
- New government support pledged to prepare for EU border checks.
- A reminder to input into Logistics UK's Autumn Budget response.
- Lower Thames Crossing joint business letter to the Secretary of State for Transport.

**Two months to go before DVS requirements change**



There are now just two months to go before Direct Vision Standard (DVS) requirements change.

From 28 October 2024, HGVs over 12 tonnes will need to hold at least a three-star rating or fit the Progressive Safe System to operate in Greater London.

Follow this [link](#) to find out the DVS star rating of HGVs, check existing permits for vehicles, and apply for a permit if required.

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**Logistics**

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**Logistics UK reacts to claims government is planning fuel hike in October budget**



Prime Minister Keir Starmer refused to rule out an end to the current fuel duty freeze when questioned by journalists during a whistlestop tour of Germany yesterday raising concerns for the logistics sector could see the cost of a litre of diesel increase by 5p.

Starmer's comment comes after he warned the Commons that the state of the UK's economy was "worse than we ever imagined", accusing the Conservatives of leaving a £22bn black hole.

Logistics UK Policy Director Kevin Green, said: "With the sector already operating on extremely narrow margins – often only 2.5% - increasing fuel duty would heap the cost pressure on operators.

"This would not leave enough spare cash for our industry to implement the necessary steps to take us into a net-zero future without passing on the cost to the end customer, something our members are loath to do.

"With wage costs and the price of new vehicles rising, pressure on the logistics industry continues to mount, at a time when the sector is committed to helping kickstart economic recovery and growth.



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