

Work Related Road Risk Guidance – Frequency Asked Questions

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1. Are any other organisations doing this?

TfL and Crossrail include WRRR terms in all their contracts for both their primary contractors and their supply chain. The London Borough of Camden and the City of London also require FORS accreditation and have implemented WRRR.

The Mayor and TfL recommend that all boroughs adopt similar terms for their Contractors. Therefore it is increasingly likely to become a requirement for contractors tendering for work, especially in the construction sector. See FAQ 5 and 6 below.

Almost one third of traffic on London's roads is 'work-related'. Most work places and in particular construction sites, have very stringent Health and Safety (H&S) requirements, however once a vehicle and driver leaves its place of work, the employers H&S policies usually do not apply to the same extent. WRRR recognises this and encourages organisations to take responsibility for the safety and management of their vehicles which are still working for them, in the public realm.

2. What is Work Related Road Risk (WRRR)?

WRRR relates to requirements on companies with a fleet of large vehicles (over 3.5 tonnes) to operate best practice management of their fleet. Specifically, you are required to:

- achieve Bronze accreditation under the Fleet Operator Recognition Scheme (FORS);
- undertake additional driver training relating to vulnerable road users;
- check your drivers hold appropriate licences and for any endorsements;
- install additional vehicle safety equipment to minimise blind spots and notify others of intended manoeuvres;
- report, analyse and investigate collisions.

3. Why has WestTrans members boroughs adopted Work Related Road Risk (WRRR) terms?

Fatalities caused by large vehicles have become increasingly high profile in London over recent years and are disproportionately caused by larger vehicles. Of cycle fatalities between 2008 and 2012, 53% of them involved conflict with a large vehicle over 3.5 tonnes; despite only accounting for just 4% of London's traffic. Furthermore, cycling rates have dramatically increased in recent years and are likely to continue to do so alongside London's predicted increase in population and the Mayor's target to double cycling rates over the next 10 years.

WestTrans member boroughs are committed to improving road safety whilst promoting sustainable transport and have the potential to reduce risk for vulnerable road users (cyclists and pedestrians) by working with Contractors.

4. What is the contract threshold for applying the WRRR terms?

WRRR terms will be applied to all contracts, but primarily those defined as longer-term contracts of 6 months or more **and** contracts valued at above £100k pa. This is minimum standard that WestTrans member boroughs strive to meet, **however in areas where the risk posed to vulnerable road users are deemed to be higher, these two contract thresholds can be assessed independently.** Therefore, contracts over £100k pa but less than 6 month duration **may** be considered in-scope. High risk contracts are defined in FAQ 12, as all construction contracts or contracts with regular vehicle movements, of >10/month.

5. What are the added benefits of complying?

There are significant benefits for fleet operators taking the lead and adopting Work Related Road Risk terms:

- *Reduced insurance premiums* – becoming Fleet Operator Recognition Scheme (FORS) or equivalent accredited, installing safety measures, undertaking further driver training and analysing collisions, will all be seen favourably by insurers and help to bring insurance premiums down.
- *Savings from reduced fuel usage, incidents and fines/charges* – Becoming a member of FORS can bring significant savings in fuel costs, through reduced collisions or incidents and also fines or charges. For example, over a 4 year period FM Conway reduced their incidence of penalty charge notices by 78%, insurance costs by 46% and their third party costs by 47%. These are permanent financial and environmental savings, which mitigate the one-off costs of complying.
- *Good corporate social responsibility* – Becoming FORS accredited and building WRRR into day to day operations, demonstrates a fleet operator's commitment to road safety and may help achieve corporate social responsibility targets as well as your health and safety obligations. A commitment to WRRR also reduces the likelihood of prosecution via the Corporate Manslaughter Act (2008), and so being fully compliant demonstrates a commitment to cycle safety, thereby mitigating this risk.
- *Competitive advantage* - Companies are increasingly requiring contractors to adhere to WRRR and demonstrate their compliance. Crossrail, TfL and often developers have set this precedent and, as previously stated, other local authorities are encouraged to by the Mayor of London and Transport Commissioner, so being fully compliant may help set companies apart from their competition and help to secure contracts. The Construction sector is going one step further – see FAQ 7 below.

6. What else are WestTrans member boroughs doing to reduce the number of large vehicles in the borough?

West London boroughs have shown commitment to improving road safety whilst promoting sustainable transport. This has been demonstrated in recent years through the delivery of projects such as Ealing's Cycle Safety Shield, Hounslow's programme of Safer Urban Driving, Hillingdon's FORS online toolkit and Harrow's freight movement strategy as well as more recently, a sub-regional freight strategy for West London which aims to tackle the negative impacts of freight in the region. In addition, WestTrans carries out a travel plan monitoring function for the sub region and has previously supported all boroughs to achieve at least FORS bronze compliance for council owned vehicle fleets, two of which to date have achieved gold, and another two, silver.


7. What is the Construction Logistics and Cycle Safety (CLOCS) Standard?

CLOCS has been developed in collaboration by construction logistic operators, developers and industry associations to provide one single standard for best practice road safety for the industry. Developers will increasingly begin asking Construction fleet operators to adhere to this standard which has significant overlap with WRRR terms, however specifically aimed at the industry and size of vehicle common to construction projects. It includes additional requirements such as traffic routing and peak hour management. See the CLOCS website for further information:

<http://www.clocs.org.uk/>

Cost and Scope

8. What are the requirements and the costs of complying with WRRR?

<p>1 - FORS Bronze membership</p>	<p>Accreditation and audit costs dependent on level, fleet size and number of operating centres. Ranges from a few hundred to a few thousand if a national operator.</p>	<p>Costs are set out on the FORS website: http://www.fors-online.org.uk/cms/fees-new-fors-registrations-17-february-2015/ This entitles operators to: Advice, guidance and campaign toolkits; Performance management system and supporting tools; e-learning modules; Regular news and bulletins; Offers and discounts from FORS Associate suppliers; www.fors-online.org.uk; free CPC training for HGV drivers; Safety training for van drivers; Best practice workshops for managers.</p>
<p>2a – Side guards</p>	<p>Side guards cost approx. £223 or £179, (depending on vehicle type and size) with 20% FORS discount. (note: this is required by law on most large vehicles)</p>	<p>Side guards are a legal requirement under UK law for most vehicles and proposed for most vehicles in London under the Safer Lorries Scheme (initiated summer 2015); although some vehicles are exempt (e.g. road sweepers). Vehicle side guards are subject to strict checks during annual vehicle testing in compliance to EC Directive 89/297/EEC and UK law. For vans with solid bodies side guards are not suitable, though high visibility markings (that can be installed at a cost of about £100 per vehicle) can improve visual clarity of the vehicle's presence.</p>
<p>2b – Blind spot minimisation - close proximity warning system (sensors, nearside CCTV), (or Fresnel lens), Class VI mirror</p>	<p>Costs will vary depending on the vehicle concerned.</p>	<p>Close proximity warning systems cost in the region of £500 (depending on size and type of vehicle). Fresnel lens cost just a few pounds. Class VI mirrors (costs ~£70-£185) are a legal requirement for vehicles >3.5t registered after January 2000, and will become mandatory for all vehicles in London under the proposed Safer Lorries Scheme</p>
<p>2d – Cyclist warning sign</p> 	<p>These are available to FORS accredited companies at zero cost.</p>	<p>The sign warns cyclists of the dangers of passing the vehicle on the inside. Ideally these should read 'blind spot – take care' as per TfL agreement with cycling campaign groups, or 'beware of passing' rather than 'stay back'.</p> <p>https://www.fors-online.org.uk/cms/news/free-warning-signage-available-2/</p>
<p>3- Driver Licence</p>	<p>These can be completed for free</p>	<p>Alternatively, this can be done via a Licence Validation Service for checking multiple drivers at</p>

<i>Checks</i>	with the drivers permission directly with the DVLA	one time. Costs vary per company and depending upon the number of driver's validation is required for. https://www.fors-online.org.uk/cms/suppliers-and-supporters-offers/
<i>4a – Cycle awareness training</i>	The Safer Urban Driver (SUD) training module is offered free through FORS.	The SUD module can count towards CPC training (compulsory 35 hours training per 5 years per driver, introduced by the European Commission – phase starting Sept 2014), though drivers will need to pay £9.25 (upload fee). Only drivers on the contract have to complete the course.
<i>4b - e-Learning Modules</i>	Modules are free via the FORS website	The 'safety' module takes an hour and 5 minutes and the 'cycle safety' module 30 minutes and can be completed anytime online. Only drivers on the contract have to complete the course.

9. Who will pay for the costs of complying?

It is expected that Contractors will meet the costs of complying or paying for any new equipment, (where such equipment is not currently installed) for their vehicles as WRRR is increasingly becoming the best practice standard for Fleet Operators. FAQ 4 demonstrates some of the additional benefits being compliant can bring. Furthermore discounts can be offered for operators who are FORS accredited. Most other WRRR requirements are free of charge, but instead require management commitment to comply with. <https://www.fors-online.org.uk/cms/suppliers-and-supporters-offers/>

10. Which vehicles are included?

Any vehicle over 3.5 tonnes is in-scope, as a rule of thumb this is anything larger than a Luton-transit type van, however this depends upon the use of the vehicle, as some transit vans with specific uses may be over 3.5t. To clarify, at the present time, no vehicle of 3.5 tonnes and under is included. Fleet Operators should be able to identify which vehicles will be used to deliver the contract and their relevant tonnage, measured as permissible gross vehicle weight (GVW), also known as mass authorised weight (MAM). Use of any trailers should also be considered when assessing weight thresholds. More information can be found at: <https://www.gov.uk/vehicle-weights-explained>.

11. Are sub-contractors or supply chains included?

For construction contracts, all sub-contractors and supply chains making repeat deliveries to the site in vehicles >3.5tonnes are subject to the terms. You must therefore include the WRRR terms in your contracts with your subcontractors, to make them aware of their obligations.

For non-construction contracts, WRRR terms apply to the principal Contractor only in most cases, **however** it is the intent of the WRRR scheme to significantly improve road safety for vulnerable road users and therefore if the services a Contractor delivers for WestTrans member boroughs are delivered entirely by supply chain partners and/or sub-contractors **or** considered high risk from a WRRR road-users perspective, then sub-contractors must also fully adhere to the WRRR terms. High-risk is defined in FAQ 12 below and relates to use of construction vehicles and/or frequent large vehicle usage. Therefore this will be assessed on a case by case basis. At present, sub-

contractors/supply chains providing one-off deliveries (no more than 1 vehicle movement per contract) will not be monitored and enforced against, however, primary contractors should endeavour to promote the WRRR terms to their entire supply chain where the high-risk category is applicable. WestTrans member boroughs aim in due course to extend the scope of the scheme to *automatically* include sub-contractors; therefore we recommend that you begin discussing this with your supply chains.

12. What is considered WRRR 'high-risk' when assessing inclusion of sub-contractors or contract threshold?

FAQ 3 states that financial / length contract thresholds will be assessed independently and FAQ 11 states sub-contractors will be included, when a contract is considered 'high-risk' for vulnerable road users from a WRRR perspective.

High risk in this instance is defined as:

1. Any contract involving construction vehicles (tippers, scaffolding lorries, skip lorries, plant vehicles (including volumetrics) or any vehicle involved in the construction or waste industry over 3.5t.
2. If 1 above does not apply, then high-risk is also defined as contracts operating large vehicles regularly (e.g. daily or over 10 times within any one month) for a WestTrans member borough contract (including primary contractor and supply chain).

If **either** of these conditions applies, then WRRR terms will apply to subcontractors (irrespective of whether) the contract is over £100k in value **or** (irrespective of whether it's over) 6 months duration.

Accreditation Schemes

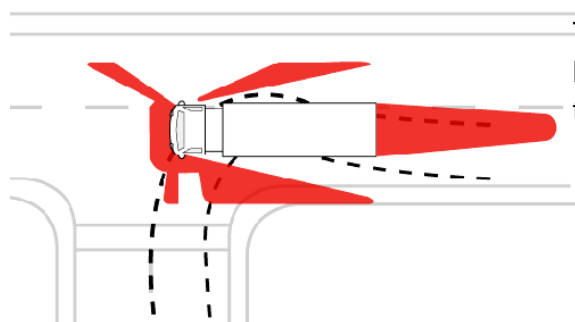
13. What is considered an acceptable alternative to the Fleet Operator Recognition Scheme FORS?

The only currently accepted alternative Scheme is the Van Excellence scheme which is open to all Fleet Operators who utilise vehicles with use of vans. Those accredited via Van Excellence can be automatically submitted for a FORS audit.

Vehicle Safety Equipment

14. What does point 2.ii about minimising blind spots mean??

TfL state that even though a vehicle may be fully legally compliant, there are still significant blind spots of up to 15%, as demonstrated by the diagram below.



To reduce blind spots on the nearside (left), such as left hand manoeuvres featuring in cyclist fatalities, there are various technology options including:

- Sensors alert the driver to a vulnerable road user located on the near-side and feed into an in-cab display or audible alarm. Ideally there should be no minimum speed setting on

these.

- CCTV cameras are front-mounted, rear facing cameras showing the nearside blind spot, with an in- cab display.
- Fresnel lens or additional mirrors can also help reduce blind spots
- Class V/VI mirrors are mandatory in most vehicles and reduce the front and nearside blind spot.

Both cameras and sensors should be linked to an external verbal or audible alarm (e.g. white noise or 'this vehicle is turning left') to notify the cyclist or pedestrian of the next manoeuvre. Note: FAQ 16.

You should be able to demonstrate that you have made an assessment of your vehicles to ensure blind spots are eliminated and minimised as far as practical and possible. You will be asked to provide evidence to demonstrate that you have done this. This may be in conjunction with getting advice from suppliers and FORS or a Transport Association.

15. When should a Class VI mirror be installed?

A class VI mirror or 'Cyclops' mirror removes the blind spot directly in front of the vehicle. This is required when it can be properly mounted, with no part of the mirror being less than two meters from the ground; therefore in most cases vans are excluded. Note the proposed Safer Lorry Scheme will mandate this for most vehicles.

16. When is a Fresnel lens a suitable alternative to a front-mounted CCTV/ close proximity system?

A front-mounted CCTV or close proximity system, consisting of a front-mounted, but rear facing nearside CCTV camera with in-cab display, is usually preferable to a Fresnel lens. This is because they offer a constant view of the nearside blind spots, usually combined with a visual/audible alarm, resulting in the driver being alerted of the presence of a cyclist or pedestrian, reducing the need to regularly look left at the Fresnel lens. A TfL study of drivers found that for nearly all who had CCTV cameras installed, after some initial adaptation time, found them very useful and almost more so than a Fresnel lens and consequently an essential item for urban driving. Of drivers asked, 100% of those with a forward facing camera, 97% a near side camera, 93% an all-round camera and 95% a reversing camera, found them to be useful.

Note FAQ 14 and your obligation to demonstrate that blind spots have been eliminated and minimised as far as practical and possible.

Driver Checks and Training

17. How can I get my driver's licences checked or validated?

You can validate all your driver's licences (Issued in England, Scotland or Wales), as per the frequency specified by our terms, using this link.

<https://dvladigital.blog.gov.uk/2015/05/19/dvlas-share-driving-licence-service-goes-into-public-beta-today/>

Alternatively, you can make use of a third party organisations who will provide this service for you: <https://www.fors-online.org.uk/cms/suppliers-and-supporters-offers/>

18. What is considered Approved Driver Training?

The Safer Urban Driving (SUD) course is the recommended, JAAPT approved driver training that drivers should undertake. It consists of 3.5 hours theory and 3.5 hours practical session, including cycling, that can contribute towards drivers Certificate of Professional Competence (CPC) driver training which requires them to undertake 35 hours every 5 years. There may be acceptable substitutes depending upon the industry the Contractor is in, but please contact us to discuss if you wish to undertake an alternative course. Evidence of attendance may be requested.

19. How long does it take to complete the e-Learning modules?

The 'cycle safety' and 'safety' modules take approximately 30 minutes and an hour and five minutes respectively and each driver should complete one module annually.

20. Which drivers need to undertake training?

You should endeavour for every driver who will work on the contract for a WestTrans member borough to undertake a driver training course (e.g. Safer Urban Driving) and a relevant e-Learning module (see above). See FAQ 18/19.

Monitoring and Enforcement

21. How will compliance be monitored?

Contractors are asked to complete an online self-certification survey once appointed.

22. What is the Enforcement Procedure?

If WRRR terms are breached and non-compliance identified, there is a staged enforcement procedure, depending upon the severity and frequency of the non-compliance. This will be outlined in the Monitoring and Enforcement Procedure.

Contract Related Queries

23. How do I get the WRRR requirements into the contract documentation?

Contract Managers should ensure WRRR requirement are included in the contract documentation for relevant contracts.

More Support and Guidance

24. What support does WestTrans member boroughs offer to help Contractors meet their WRRR requirements?

- Some of our boroughs offer Safer Urban Driver training courses for approximately 20 drivers per course, which can be organised at a convenient time and location for your company. We also have set dates for your drivers to attend if you have fewer than 20 drivers. Contact WRRR@WestTrans.org for more information.
- We can sign-post you to further help with TfL and/or FORS – see FAQ 24 below.
- We can put you in touch with other organisations who have embraced WRRR to support you and share ideas.
- We have support documents explaining the requirements, especially monitoring and enforcement, in more detail.
- We can meet you and your Contractors to discuss compliance and any issues you may have.
- We will email Contractors periodically with updates, offers and best practice advice.

25. Where can I find further information and guidance?

- WestTrans Work Related Road Risk page: <http://www.westtrans.org/wla/wt2.nsf/pages/WT-211>
- Construction Logistics and Cycle Safety (CLOCS): <http://www.clocs.org.uk>
- Crossrail requirements: <http://www.crossrail.co.uk/construction/road-safety-information/>
- DVSA – Drivers of lorries, coaches or buses: <https://www.gov.uk/browse/driving/drivers-lorries-buses>
- DVSA – Being a goods vehicle operator: <https://www.gov.uk/being-a-goods-vehicle-operator>
- DVSA - Driver CPC for lorry, coach and bus drivers: <https://www.gov.uk/driver-certificate-of-professional-competence-cpc>
- DVSA - Vehicle weights explained: <https://www.gov.uk/vehicle-weights-explained>
- e-Learning modules: http://www.fors-online.org.uk/index.php?page=AE_INTRO&return=PTE_INTRO#hash_1_2
- Fleet Operators Recognition Scheme (FORS): http://www.fors-online.org.uk/index.php?page=P_LANDING
- TfL's Guide to Work Related Road Risk (WRRR) – Managing Contract Compliance: <http://www.tfl.gov.uk/info-for/freight/safety-and-the-environment/managing-risks-wrrr>

26. What should I do if I have any more questions?

Email WRRR@WestTrans.org or call Tony Clarke on 07525 893462.

Alternatively, member boroughs Procurement or Legal teams should be able to assist with contract related queries.