

## Van Excellence

Standards



Van Gold Partners



## Contents

<b>Introduction</b> .....	3	<b>2 The vehicle</b> .....	6
<b>1 The driver</b> .....	5	2.1 Pre-use defect checks .....	6
1.1 Licence validity .....	5	2.2 Vehicle maintenance cycles .....	6
1.2 Fitness to drive .....	5	2.3 Equipment maintenance cycles .....	6
1.3 Driver induction .....	5	2.4 Vehicle appearance .....	6
1.4 Driving assessment .....	5	2.5 Vehicle taxation .....	6
1.5 Specialist qualifications .....	5	2.6 Vehicle insurance .....	6
1.6 Hours and working time .....	5	2.7 Vehicle annual test .....	6
1.7 Driver identification .....	5	2.8 Vehicle records .....	6
1.8 Driver skills .....	5	<b>3 Safe working practices</b> .....	7
		3.1 Risk assessment .....	7
		3.2 Mobile equipment and devices .....	7
		3.3 Safe and legal loading .....	7
		3.4 Driver protection .....	7
		3.5 Speed management .....	7
		3.6 Incident investigation and action .....	7
		3.7 Towing .....	7
		3.8 Safety Technology .....	8

# Introduction

## The Van Excellence scheme and standards

The Van Excellence scheme aims to:

- raise standards within the industry
- recognise operational excellence

The standards to be achieved are set out in this document.

The ongoing development of the code standards lies with the scheme's Governance Group which consists of a wide range of fleet operators.

Logistics UK, as the Scheme Manager, works with the Governance Group to ensure that the standards have the necessary integrity to offer tangible benefits to those who participate in, and recognise, Van Excellence. The standards development within the Governance Group works in three ways.

- 1 Logistics UK can propose and justify changes to the standards based on its on-going review of the standards, changes in relevant legislation and practices and by its monitoring of such material for the purposes of advising its wider membership.
- 2 Members of the Governance Group can propose and justify changes to the standards that are warranted in their view.
- 3 The Governance Group can review and where necessary amend standards and procedures to allow equivalence to be maintained with other recognition schemes.

## Standards review

The Governance Group, or designated officials from the governance group will, with the Logistics UK, review the Van Excellence standards every two years. The current standards were last reviewed in August 2020.

## Eligibility

Van Excellence is open to all van operators regardless of type or size of operation. Membership of Freight Transport Association is not required.

## Audit

In order for Logistics UK to award Van Excellence, operators must demonstrate they meet all of the requirements set out in the current version of the Van Excellence standards document.

This will be achieved via an audit conducted at a location identified by the operator as the most appropriate to demonstrate their processes. Where it is not operationally possible for files and evidence to be made available at one location, the Van Excellence audit may be carried out at two locations. There will be a separate

fee for each requested audit which must be borne by the operator seeking Van Excellence.

The audit will confirm if the operator has all of the required processes in place to demonstrate the standards along with the evidence that the processes are being adequately followed.

The auditor will seek sufficient and appropriate evidence throughout the audit to be satisfied that the organisation's systems and processes comply with the Van Excellence Standards.

Where files are sampled by the auditor, they must all be fully compliant, ie when looking for evidence of annual driving licence checks in 10 driver files, it must be clearly present in all 10 driver files. Should the auditor identify any of the selected driver files that do not have the required evidence present, this will result in a non-compliance for that particular standard.

The operator agrees to ensure any data provided complies with the prevailing General Data Protection Regulation (GDPR).

Logistics UK similarly undertakes to ensure all data viewed is treated in accordance with prevailing data protection legislation.

It is vital our auditors can access all evidence required for the audit. This includes personal data relating to driver induction, driving assessment, training and driving licence checks. Failure to provide access will result in a non-compliance for that particular standard.

Operators must remove or obscure any commercially or personally sensitive information in any documents to be used to evidence the standards, or obtain the necessary consents, prior to the audit. This is especially important in respect of access to the required evidence relating to driver training and qualifications. All evidence should be presented to the auditor during the audit. The auditor is not required to, nor will request copies of documentation that they will remove off site.

## Decisions and Appeals

In order to achieve Van Excellence, all standards must be demonstrated during the audit. Where an operator fails to demonstrate **any** required standards during the audit, there are three options available to the operator.

- Accept the decision and seek to gain Van Excellence at a later date.
- Rectify the areas of non-compliance and request a re-audit on those areas, re-audits are chargeable and must be completed within 90 days of the date of the initial audit.
- Appeal the auditor's decision to the Van Excellence Standards group. Operators are required to send an

email to [consultingandstandards@logistics.org.uk](mailto:consultingandstandards@logistics.org.uk), ensuring the relevant audit report is attached and clearly stating the grounds of their appeal. All appeals and supporting information will be presented to the Van Excellence Standards group for review and consideration. The operator will be advised of the group's decision via email. Decisions made by the Van Excellence Standards group are final.

### **Satisfactory Audit**

Once passed, Van Excellence remains valid for one year from the initial audit.

Van Excellence operators are entitled to use the current Van Excellence Operator logo whilst their audit remains valid.

Although not mandated, operators are encouraged to display the Van Excellence Operator logo on their vehicles.

Logo stickers are available from [www.shop.logistics.org.uk](http://www.shop.logistics.org.uk) and the design files can be requested from [info@vanexcellence.co.uk](mailto:info@vanexcellence.co.uk) for use on other documentation or for vehicle livery providers.

Operators will receive a Van Excellence certificate, press support and branding guidelines.

Van operators will be listed on the operators' page of the Van Excellence website [vanexcellence.co.uk](http://vanexcellence.co.uk).

The website will be updated each 24 business hours to incorporate changes made during the previous business day.

### **Van Excellence renewal**

The Scheme Manager will contact the operator at least 90 days ahead of the anniversary date to arrange Van Excellence renewal and re-audit.

# 1 The driver

## 1.1 Licence validity

### Standard

Operators must ensure drivers are appropriately licensed to minimum legal standards at all times. Although there is no minimum frequency of checking licences in law, Van Excellence requires operators to undertake a check at the start of the driver's employment as well as checks carried out on at least an annual basis with more frequent checks on identified 'high risk' drivers (for example, those with 6 points or more). The checking of driving licences must be carried out using a system that directly accesses current DVLA data, and the results of the checks reviewed by someone who has received training on understanding driving requirements and how to interpret driving licences.

Note: Where a DVLA check isn't available (eg drivers based in Northern Ireland or drivers legitimately using foreign licences) the operator must demonstrate a robust process to ensure such drivers hold an appropriate licence.

## 1.2 Fitness to drive

### Standard

Operators must request regular (on at least an annual basis) declarations from drivers confirming they remain 'fit to drive' and have had no change to their driving licence or deterioration of their health. Operators must take appropriate steps to prevent driving whilst under the influence of alcohol or drugs.

## 1.3 Driver induction

### Standard

Operators must ensure drivers receive an appropriate and relevant induction to the operator and their role as a driver.

## 1.4 Driving assessment

### Standard

All employers have a duty-of-care under current Health & Safety legislation to regularly risk assess an employee who drives on company business (even if they only drive once or twice a year). Therefore, operators must ensure all new drivers undergo an

assessment of their attitude towards driving and risk awareness. Assessments can be:

- on-road practical assessment of their driving ability in the type of vehicle appropriate to the driver's role and one they will normally be expected to drive
- on-line assessment to measure the driver's behaviours and attitudes towards driving and exposure to risk

## 1.5 Specialist qualifications

### Standard

Operators must ensure that where necessary, drivers are competent to use any specialist equipment or deal with any specialised loads.

Systems should include a facility to record and monitor a driver's specialist qualifications, such as ADR licences.

## 1.6 Hours and working time

### Standard

Operators must ensure drivers are sufficiently rested and comply with hours and working time legislation.

## 1.7 Driver identification

### Standard

Operators must ensure the identity of the driver of each vehicle at any time can be identified, and records are retained.

Operators undertaking an initial Van Excellence audit must ensure they have a minimum of 3 months records available for viewing.

Operators undertaking renewal Van Excellence audits must ensure they have a minimum of 6 months records available for viewing.

## 1.8 Driver skills

### Standard

Operators must ensure drivers are up-skilled as required by changing job role, or as indicated by ongoing assessment, or following an incident.

## 2 The vehicle

### 2.1 Pre-use defect checks

#### Standard

Operators must ensure all vans in their operation are roadworthy and specifically require:

- the completion of daily pre-use defect checks
- drivers must have received adequate training in the completion of pre-use defect checks
- a system for the prompt reporting and recording of defects
- defect reports are given to a responsible person with sufficient authority to ensure appropriate action is taken
- where required, complete records are on file confirming all required details of any rectification work carried out

There should be documented evidence of the following areas, these may all feature in the initial defect report or some in the records of rectification work carried out.

- Vehicle registration or identification mark.
- Date that defect was identified and reported.
- Details of the defects or symptoms.
- The reporter's name.
- Who the defect was reported to.
- Rectification work carried out.
- Date rectification work was completed.

### 2.2 Vehicle maintenance cycles

#### Standard

Operators must ensure maintenance activity is pre-planned and performed as scheduled. Manufacturers' recommended service levels will equate to minimum acceptable standards.

### 2.3 Equipment maintenance cycles

#### Standard

Operators must ensure maintenance activity for any ancillary equipment is pre-planned and performed as scheduled. Manufacturers' recommended service levels will equate to minimum acceptable standards.

### 2.4 Vehicle appearance

#### Standard

Operators must require their vehicles to be kept clean and tidy. This standard must be interpreted as appropriate to the nature of the vehicles' operation.

### 2.5 Vehicle taxation

#### Standard

Operators must ensure vehicles are taxed correctly.

### 2.6 Vehicle insurance

#### Standard

Operators ensure vehicles are insured correctly.

### 2.7 Vehicle annual test

#### Standard

Operators must have systems to ensure, where required, vehicles have passed the MOT test.

### 2.8 Vehicle records

#### Standard

Operators undertaking an initial Van Excellence audit must ensure that they have a minimum of 3 months vehicle related records, and that these records are available for viewing.

Operators undertaking renewal Van Excellence audits must ensure that they have a minimum of 15 months vehicle related records, and that these records are available for viewing.

## 3 Safe working practices

### 3.1 Risk assessment

#### Standard

Operators must demonstrate they have considered the risks associated with the use of the vehicle and any associated equipment.

This should include all elements of the driving activity, the use of the vehicle, if applicable, as a work station and the driving environment (for example, rural or urban driving, motorways etc.)

### 3.2 Mobile equipment and devices

#### Standard

Operators must have a system to ensure drivers are required to comply with the legislative requirements around the use of mobile equipment and devices.

### 3.3 Safe and legal loading

#### Standard

Operators must ensure that the weight and distribution of all loads is safe and legal and that all vehicles used to carry external loads are equipped with suitable equipment.

### 3.4 Driver protection

#### Standard

Load securing systems used should be appropriate for both the loads being carried and the vehicles being used to ensure adequate driver protection from the load in the event of a road traffic incident.

Whatever method is used, the load restraint system must secure the load and prevent movement during transit. All equipment used to secure the load in the vehicle should be in good, serviceable condition.

Different vehicles have different types of bulkheads fitted. Operators must ensure the bulkhead fitted is strong enough for the load being carried and strong enough to retain 100% of the load and provide adequate driver protection.

### 3.5 Speed management

#### Standard

Operators must ensure drivers have been informed of prevailing vehicle and road speed limits.

Operators undertaking an initial Van Excellence audit who do not currently have a method to manage vehicle speeds must produce a formal, documented declaration of intent from a senior member

of the management team of their commitment to fit speed limiters, set to no more than 70mph to any new vans brought into the fleet following the day of their initial Van Excellence audit, or implement a method of contextual speed management to their fleet operation. The declaration must be signed, dated and include the role of the person making the declaration.

Operators undertaking renewal Van Excellence audits must ensure vehicle speeds are effectively controlled by speed limiters or contextual speed management. Where speed limiters are used as the method of control, vans are limited to no more than 70mph. Where contextual speed management is used as a method of control, a telematics or equivalent system should be used and operators must provide evidence of the regular review of vehicle speed information generated.

Where contextual speed management is in use, it must be able to identify when a vehicle exceeds 70mph.

### 3.6 Incident investigation and action

#### Standard

Operators must ensure all incidents are logged and investigated and where necessary, discipline or remedial training is provided to drivers following the investigation of the incident.

Incidents can happen on or off the public road and include:

- Notices of Intended Prosecution (NIPs) – issued by enforcement authorities (police, DVSA etc)
- prohibitions
- fixed penalties
- court summons
- prosecutions
- accidents (Road Traffic Collisions and RIDDOR)
- near-misses
- complaints
- non-compliances identified by internal means such as:
  - telematics (speeding etc)
  - tacho analysis (if applicable because of towing)
  - audits
  - supervisor/colleague complaints

### 3.7 Towing

#### Standard

Operators must ensure only vehicles properly adapted or constructed for the purpose are used for towing and that only qualified and competent drivers are permitted to drive vehicles that tow trailers.

### 3.8 Safety Technology

Operators must enhance vehicle safety through the fitment of safety features to their vehicles to help prevent or mitigate road collisions helping to protect vulnerable road users (eg reversing alarms, sensors or cameras). Fitment should be to all new vans entering into the fleet.

Note: Road Vehicles (Construction and Use) Regulations 1986 only permits the fitment of reversing alarms on goods vehicles with a minimum gross weight of 2,000kg.











T: 01892 526171\* F: 01892 534989 [www.logistics.org.uk](http://www.logistics.org.uk)

Logistics UK is a trading name of Freight Transport Association Limited  
Registered office: Hermes House, St John's Road, Tunbridge Wells, Kent TN4 9UZ  
Registered in England Number 391957

\*Calls may be recorded for training purposes

Correct at time of going to press but subject to change.

©Logistics UK. All rights reserved.

VE005/TG/02

04.22