CLOCS **Standard**

Version 3 January 2019

Ensuring the safest construction vehicle journeys







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Executive summary

CLOCS mission

Ensuring the safest construction vehicle journeys.

Primary goals

- zero collisions between construction vehicles and the community
- improved air quality and reduced emissions
- fewer vehicle journeys
- · reduced reputational risk

Scope/application

The *CLOCS Standard* shall be applied to all construction projects/programmes.

The CLOCS Standard is a national industry standard. It defines the primary requirements placed upon the key stakeholders associated with a construction project. The CLOCS Standard places responsibilities and duties on the regulator, the client, the principal contractor controlling the construction site and the supply chain including the operator of any vehicles servicing that project.

These duties relate to community considerations likely to be impacted by the project. They require the adoption of a Construction Logistics Plan (CLP) and planned measures to minimise impact and eliminate harm to the community.

Key stakeholders



A construction project has four key stakeholders, each providing positive influence and information. The main CLOCS requirements for each are outlined below:



Regulators (particularly planning and highway authorities) shall >>

- embed the requirement to operate to the CLOCS Standard into policy and guidance documents
- ensure the planning process requires submission and approval of an outline and/or detailed CLP that addresses the main transport impact/risks in delivering the project safely before consent is granted
- require a project to have effective CLOCS implementation monitoring mechanisms and to provide to the authority (if requested) CLOCS compliance performance data
- have in place effective enforcement mechanisms to secure prompt action by the project team should a breach occur





Clients shall>>

- specify in tender and contract documents for all stakeholders to comply to the CLOCS Standard
- ensure the project team develops and implements a suitable and sufficient CLP
- ensure effective monitoring of compliance to the CLOCS Standard
- obtain and monitor the contractor's action plan to address all identified issues and non-compliances
- ensure all collisions resulting in harm (and near miss incidents) that occur on journeys associated with the project are quickly investigated and actions taken to prevent recurrence



Principal contractors shall >>

- ensure the project's potential impact on the community has been properly risk-assessed
- develop and/or implement the agreed CLP and ensure it remains suitable and sufficient
- procure site and fleet operations that comply to the requirements of the **CLOCS Standard**
- ensure site arrangements enable the safest fleet operations including, but not limited to, 'last mile' routing, level access/egress, stable loading/ unloading areas, effective delivery management systems and competent site access traffic marshals
- ensure effective and efficient site access gate checks of HGVs and

- their drivers to ensure they always comply to the CLOCS Standard. Noncompliances must be immediately risk-assessed, appropriately mitigated and addressed through procurement processes
- ensure effective independent monitoring of the project's compliance with the CLOCS Standard is undertaken approximately every 6 months and appropriate action taken to address non-compliance
- review information on all collisions resulting in harm (and near miss incidents) that occur on journeys associated with the project and ensure they are quickly investigated and actions taken to prevent recurrence



Fleet operators shall>>

- ensure all journeys are compliant with the CLOCS Standard, meeting the requirements described as Silver in the FORS Standard addressing management, drivers, vehicles and operations
- provide acceptable evidence of compliance as defined/specified by each procurer



Context

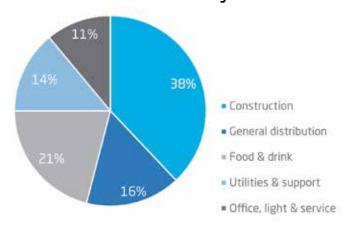
INCREASE in non-vehicle IOURNEYS INCREASE in HGV JOURNEYS



Almost every UK town and city has government policies to improve air quality, ease congestion and reduce obesity – by encouraging more people to travel by foot and bike. This is dramatically increasing the number of people sharing the road. Combine that scenario with increased construction activity to meet demand for more homes and infrastructure, then you also have many more heavy goods vehicles on the roads, in the community and in close proximity to people.

Air pollution affects everyone, but the most vulnerable groups like children, older people and those with heart and respiratory conditions are most affected. In 2019 we will see the introduction of clean air zones across multiple towns and cities in the UK with aims to reduce the amount of toxic air created by vans and trucks.

Peak-time road-side survey of HGVs



463 people were killed or seriously injured in collisions involving HGVs from all sectors on GB roads in 2016. 121 of those people died within 30 days of the collision.

We know that HGVs comprise a significant part of traffic in our towns and cities. A peak-time morning road-side survey at 14 key locations in London identified 54% of the HGVs related specifically to construction and general distribution.

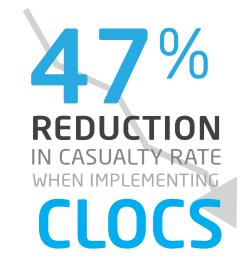


The construction industry continues to be one of the most dangerous industries in the UK. Whilst every construction client and contractor knows their incident data within the hoardings, some still don't know how many fatal or serious injury collisions occur on journeys associated with their own projects.

Collaborative action by regulators, procurers and site operators reduced fatalities on site from 154 in 1990 to 39 in 2017.

Similar significant reductions in HGV collisions in the community have been seen where an authority implemented progressive planning and procurement

policies. One authority achieved a 47% reduction in collisions and complaints when CLOCS was introduced.



This is a national issue that requires a national response

This table shows the annual average number of people Killed or Seriously Injured (KSI) in each region between 2013-2016. All regions suffer a similar scale of KSIs compared to population size.

VRU Type:	Pedestrians *		Pedal Cyclists		Motor cyclists		Total		
GB Region:	KSIs/ annum	Share of region's total KSI	KSIs/ annum	Share of region's total KSI	KSIs/ annum	Share of region's total KSI	KSIs/ annum	KSI pa per million population	
East	17.0	34%	11.5	23%	21.5	43%	50.0	8.23	
East Midlands	14.5	39%	7.3	19%	15.5	42%	37.3	7.96	
London	33.3	50%	17.5	26%	16.0	24%	66.8	7.70	
North East	5.5	40%	4.3	31%	4.0	29%	13.8	4.46	
North West	19.5	41%	12.0	25%	15.8	33%	47.3	6.59	
Scotland	20.5	59%	6.0	17%	8.0	23%	34.5	6.42	
South East	28.5	36%	19.5	24%	32.3	40%	80.3	8.97	
South West	14.0	37%	8.5	22%	15.5	41%	38.0	6.95	
Wales	7.0	39%	4.3	22%	6.8	38%	18.0	5.81	
West Midlands	22.5	51%	10.0	24%	11.3	26%	43.8	7.61	
Yorkshire and Humber	15.8	38%	11.5	23%	14.5	35%	41.8	8.46	
GB	198.0	42%	112.3	28%	161.0	34%	471.3	7.45	
Vulnerable Road User (VRU) KSI collisions involving HGVs: 4 year annual average (2013 to 2016)									



About the CLOCS Standard

2.1 The CLOCS Standard

The *CLOCS Standard* is the direct result of collaboration between the construction and fleet sector to address shared issues.

Representatives from different organisations – regulators, construction clients, principal contractors, fleet operators, vehicle manufacturers/ suppliers and community groups are involved in CLOCS ensuring a united response to promoting the safest vehicle journeys.

The CLOCS Standard draws together evolving and applied best practice from a number of standards, policies and codes of practice to provide one industry standard that can be implemented by regulators, clients, principal contractors and fleet operators.

Each requirement has been developed with the aim of reducing the risk of a collision between goods vehicles and other road users such as cyclists and pedestrians.

The *CLOCS Standard* is reviewed at intervals not exceeding two years, and any amendments arising from the review will be published in an amended version.

The *CLOCS Standard* does not include all the necessary provisions of a contract. Users are responsible for its correct application.

This Standard shall be cited as the *CLOCS* Standard.

2.2 Compliance levels

The compliance levels in this Standard are:

- Shall to indicate an element which is mandatory to demonstrate the requirement has been met
- Should to indicate an element which is recommended as good practice
- May to indicate an element that is optional or an emerging practice





2.3 Application

Clients shall specify whether the *CLOCS* Standard applies within contracts based on their assessment of risk and in accordance with local authority requirements. Queries regarding applicability at specific sites should be directed to, and dealt with, by the client or principal contractor. Unless otherwise stated it is:

- applicable to all sites, (projects, programmes) that require deliveries, collections or servicing by commercial vehicles during construction and refurbishment activities
- applicable to all vehicle operations and specifically commercial vehicles over 3.5 tonnes gross vehicle weight servicing construction sites. This includes abnormal loads and engineering plant

A client may specify within their own contracts if this Standard also applies to vehicles under 3.5 tonnes gross vehicle weight but this should be clearly articulated and would not be considered in

the scope of compliance with the *CLOCS Standard*.

All parties shall comply with the CLOCS Standard in the timeframe instructed by the client in agreeing the contract. This shall not be more than 90 days from the start of a contract unless special circumstances apply.

Queries or concerns regarding supply chain compliance should be directed to and dealt with by the client or principal contractor who may risk assess and review the timescales for compliance.



2.4 Exemptions

Exemptions should not normally be permitted but the following may be considered at client and/or regulator discretion:

- unplanned or unforeseen critical delivery or emergency visit
- escorted abnormal indivisible load deliveries
- transient or temporary sites e.g. roadworks

non-contracted utility companies

 services that are not contracted
 by the client but have a statutory
 undertaking to access their own
 assets on site

If special exemptions are granted, risks must be assessed, minimised and monitored.



2.5 Key terms

Construction project key stakeholders:



Regulator - an organisation responsible for setting policies and planning conditions. Typically planning and highway teams in local authorities.



Client - an organisation that procures the construction or operation of a site which requires commercial vehicle journeys; will typically employ a principal contractor to manage site operations. The client team is assumed to include the principal consultants.



Principal contractor - an organisation that is responsible for all site operations; will typically employ specialist subcontractors that use commercial vehicles.



Fleet operator – an organisation or part thereof which operates one or more commercial vehicles to deliver procured services.

Community considerations - relate to facilities and locations over which particular care should be taken to understand and minimise the negative impacts of construction logistics activity on the local community.

Competent - those with the necessary Skills, Knowledge, Ability, Training, Experience (SKATE).

Construction Logistics Plan (CLP) - provides the framework for understanding and managing construction vehicle activity into and out of a proposed development and gives the planning authority an overview of the expected logistics activity during the construction programme.

- Outline CLP accompanies the planning application
- Detailed CLP is submitted to a planning authority at the post-granted discharge of conditions stage

Planned measures - are specific techniques that are agreed and committed to through the planning permission process. They are used to influence behaviours that reduce environmental impact, road risk and congestion and include:

- safety and environmental standards and programmes
- adherence to designated routes
- delivery scheduling
- holding areas
- use of logistics and consolidation centres
- freight by rail and/or by water
- Design for Manufacture and Assembly (DfMA) and off-site manufacture
- re-use of materials on site
- smart procurement
- collaboration
- staff travel



Heavy Goods Vehicle (HGV) - vehicles over 3.5 tonnes gross vehicle weight including abnormal indivisible loads and engineering plant.

Killed or Seriously Injured (KSI) collision

- **Killed** casualties that died within 30 days as a consequence of the collision
- **Seriously Injured** injury resulting from a collision which was worse than cuts, bruises, whiplash and/or shock: this could range from life changing injuries, severe permanent disability including loss of limbs through to broken bones

Operating centre - a site or depot from which commercial vehicles operate, where there is infrastructure that supports daily management, control and day-to-day operational deployment of a fleet.

Site - means the location at which the principal contractor is carrying out the works.

Vulnerable Road User (VRU) - a pedestrian, cyclist, motorcyclist, equestrian or person of reduced mobility.



2.6 Alignment with other schemes and standards

A number of schemes aim to revolutionise the management of work-related road risk and promote a positive road safety culture. It is important that these schemes work together to maintain a level of consistency across the industry.

- under Regulation 4 of the 2015 CDM regulations, clients and principal contractors have a duty to ensure that the construction work they procure is carried out, so far as is reasonably practicable, without risk to the health or safety of any person affected by the project
- the Fleet Operator Recognition Scheme (FORS) is an international accreditation scheme designed to help road fleet operators in all sectors

improve, measure and monitor safety, environmental and operational performance. The schemes have been aligned so that the requirements described as Silver in the FORS



Standard also meet compliance with the CLOCS Standard

CLOCS will continue to encourage and promote consistency across the industry through regular updates to ensure it remains a common national standard.



Regulator responsibilities

(particularly planning and highway authorities)



3.1 Authorities **shall** embed the requirement to operate to the *CLOCS Standard* into policy and guidance documents

Authorities **shall** ensure adequate resourcing and political priorities to support the inclusion of CLOCS requirements in the planning policy and process.

This **should** include reference to the *CLOCS Standard* in the Local Plan, Statutory Planning Guidance and other relevant documents.

3.2 Authorities **shall** ensure the planning process requires submission and approval of an outline and/or detailed CLP before planning permission is granted

Authorities **shall** identify the scope of requirement for a CLP. This could be defined by area or on a project by project basis. This will be published in policies and procedures.

In scope planning applications **should** require an outline CLP as part of planning consent and **shall** require a detailed CLP as a pre-commencement condition.

The CLOCS CLP guide and template **should** be issued as the default recommended/required framework document. Applicants should be required to

- refer to the CLOCS CLP Guidance (<u>see section 7.1</u>)
- demonstrate that use of the CLOCS Standard has been assessed
- confirm input to CLP from key partners where relevant

3.3 Authorities shall require a project to have effective CLOCS implementation monitoring mechanisms

Authorities **shall** require evidence of compliance with the *CLOCS Standard* as a condition of planning consent.

Authorities **should** consider:

- requirement of project teams to provide regular (quarterly) high level performance statistics
- spot checks to confirm legitimacy/accuracy of performance data
- requesting sight of results of independent CLOCS site monitoring review



3.4 Authorities shall have effective mechanisms to enforce compliance with the CLP

Authorities **shall** have processes in place to manage instances of a breach and **shall** clearly communicate the actions required of the project team including:

- significant breaches to be immediately identified and communicated to the authority
- breaches to be rectified within agreed timeframe
- an action plan to prevent future occurrences





Client duties



4.1 Clients **shall** specify in tender and contract documents that all stakeholders comply to the *CLOCS Standard*

Clients **shall** define the scope and specific requirements for CLOCS implementation.

Clients shall include CLOCS requirements in their:

- procurement strategy
- core tender documentation
- contracts and/or purchase order
- conditions of contract or equivalent

Clients **shall** also ensure adequate resources are allocated within the tender price.

4.2 Clients **shall** ensure the project team develop, implement and monitor a suitable and sufficient CLP

An approved CLP that, as a minimum, **shall:**

- have input from significant site and fleet operators
- have identified community considerations
- have considered planned measures
- have risk-assessed and specified safest vehicle routes and identified acceptable reasons for deviation
- define 'last mile' vehicle routes to and from site
- require use of a delivery management system
- require competent site access traffic marshals
- remain responsive to changing requirements

4.3 Clients **shall** ensure effective monitoring of compliance to the *CLOCS Standard* and obtain evidence that the Standard is being upheld

Clients **shall** require regular reports to monitor compliance against the *CLOCS Standard:*

- monthly reports shall be obtained to include performance of both fleet and site operations
- quarterly reports will be reviewed by the client to identify trends and need for remedial action
- six monthly (approximately) an independent assessment by the CLOCS site monitoring team (see section 7.2)

Where non-compliance is identified, an action plan to address all key issues shall be obtained and monitored.



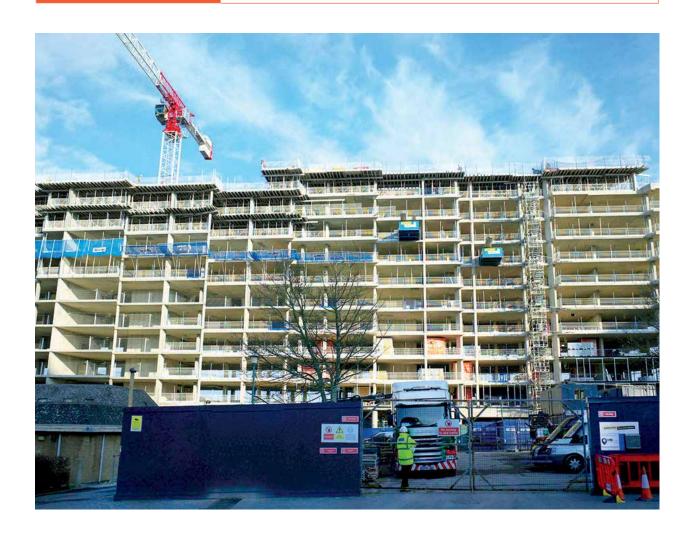
4.4 Clients **shall** obtain information on all collisions that result in harm (and near miss incidents) that occur on journeys associated with the project

Clients **shall** review headline collision/near miss information with equal importance to reports of incidents within the site hoardings (incident data).

Where collisions and non-compliances are identified, an action plan to address all key issues **shall** be obtained and monitored to prevent recurrence.

These **should** be recorded e.g. into a risk register under the categories:

- fatal
- serious injury
- minor injury
- near miss





Principal contractor duties



5.1 Principal contractors **shall** ensure the project's potential impact on the community has been properly risk-assessed

The principal contractor **shall** demonstrate to the client that community considerations have been properly considered by implementing a suitable and sufficient CLP.

The principal contractor **should** consider community engagement activity throughout the project.

5.2 Principal contractors **shall** develop and/or implement the agreed CLP and ensure it is appropriately reviewed and updated prior to the start of each new phase of construction

An approved CLP that, as a minimum, **shall:**

- have input from significant site and fleet operators
- have considered, agreed and committed to planned measures where practical
- have risk-assessed and specified the safest vehicle routes and identified acceptable reasons for deviation
- define 'last mile' vehicle routes to and from site
- require use of a delivery management system
- require competent site access traffic marshals
- remain a live document

5.3 Principal contractors **shall** procure site and fleet operations that comply with the requirements of the *CLOCS Standard*

If not otherwise defined by the client, principal contractors **shall** define the scope and specific requirements for CLOCS implementation.

Principal contractors **shall** include CLOCS requirements in their:

- procurement strategy
- core tender documentation
- contracts and/or purchase order
- conditions of contract or equivalent
- site management documentation

Principal contractors **shall** also ensure that adequate resources are allocated by site and fleet operators within the tender price to meet the *CLOCS Standard*.



5.4 Principal contractors **shall** ensure use of an effective delivery management system to minimise congestion, disruption and emissions

Principal contractors **shall** operate a system that manages deliveries to and from site. This could range from a simple spreadsheet to licensed software.

The delivery management system should include capacity to:

- plan and schedule delivery times
- capture vehicle/driver details and accreditation
- co-ordinate with neighbouring sites
- control and reduce peak hour traffic
- include the complexity of holding areas

5.5 Principal contractors **shall** ensure that the vehicle routes to and from site committed to in the associated CLP are specified and communicated

Principal contractors **shall**:

- make all sub-contractors, fleet operators and service suppliers aware of the requirement to use specified routes at all times
- clearly communicate permitted deviations, such as temporary road closure or road traffic incidents

Principal contractors **should** also:

- ensure any deviations from designated, permitted or controlled routes be justified, with unauthorised deviations being investigated and reported to the client
- ensure the reasons behind adopting a specific vehicle route are clearly communicated
- distribute maps or other routing information to all companies/drivers accessing the site

5.6 **Principal** contractors **shall** ensure the ground conditions of the site are suitable for the vehicles servicing the site, particularly those fitted with safety features

Principal contractors **shall** carry out regular reviews of the ground conditions of the site and where necessary implement diversions as the site ground conditions change.

Sites **should** also be:

- suitable for access by low entry vehicles with increased direct vision
- assessed and rated using the CLOCS Handbook-Assessment for on-site ground conditions (see section 7.1)



5.7 Principal contractors **shall** ensure that access to and egress from the site is appropriately managed, clearly marked, understood and clear of obstacles

Principal contractors **shall** ensure that effective traffic management principles are adhered to by:

- minimising potential hazards e.g. using one-way systems, traffic lights and calming measures
- assisting with safe vehicle access and egress
- using additional equipment such as wide angled mirrors to aid the driver's view of the road

5.8 Principal contractors **shall** ensure effective and efficient site access gate checks

Principal contractors **shall** appoint competent site access traffic marshal(s) to:

- manage site traffic in the context of the delivery management system
- check through general observation and sufficiently frequent spot checks that:
 - vehicles and drivers meet the requirements of the CLOCS Standard
 - that the specified route has been followed

Non-compliance **shall** be immediately risk-assessed, appropriately mitigated and addressed through contract management.

The principal contractor **may** also report any non-compliant fleet operators to the relevant accrediting body.

5.9 Principal Contractors **shall** ensure that vehicles are loaded and unloaded on-site as far as is practicable

Principal contractors **shall** either:

- Provide a stable, graded surface on-site for vehicle loading and unloading, or
- Identify a suitable 'off-loading' area off-site



5.10 Principal contractors **shall** ensure effective monitoring of site compliance to the *CLOCS Standard*

Principal contractors **shall** provide the client with regular reports to monitor compliance against the *CLOCS Standard*:

- monthly reports shall include performance of both fleet and site operations
- quarterly reports shall be reviewed by both principal contractor and client to identify trends and any need for remedial action
- six monthly (approximately) an independent assessment by the CLOCS site monitoring team shall be required (see section 7.2)

Where non-compliance is identified, an action plan to address all key issues **shall** be obtained and monitored.

5.11 Principal contractors **shall** obtain information on all collisions that result in harm (and near miss incidents) that occur on journeys associated with the project and report to the client

Principal contractors shall:

- procure for the collection and review of headline collision information
- consider on road collisions with equal importance to incidents within the hoardings (e.g. RIDDOR)
- develop, implement and monitor an action plan where data identifies a need for improvement
- report to the client headline collision and non-compliance information and provide an action plan to address all key issues





Fleet operator duties



6.1 Fleet operators shall ensure all journeys are compliant with the CLOCS Standard

Fleet operators **shall**:

- ensure all vehicle operations meet the requirements as described as Silver in the FORS Standard, addressing the issues of:
 - management
 - vehicles
 - drivers
 - operations
- provide acceptable evidence (as defined by each procurer) to demonstrate that requirements have been met

The operator can define their own scope for fleet compliance accreditation to respond to specific client requirements and their own business needs. This may require separate accreditation for vehicles under and over 3.5 tonnes gross vehicle weight that operate within the same fleet.





Implementation

7.1 Guidance and support

Supplementary guidance has been developed to complement the CLOCS Standard, to provide further information and support with implementation. This includes:

CLOCS Guide - Improving road safety using the planning process

CLOCS Guide - Incorporating CLOCS in client procurement

CLOCS CLP Guidance

CLOCS Guide - Managing supplier compliance

CLOCS Handbook - Assessment for onsite ground conditions

For further information:

All CLOCS Guides can be found in the Resources section of the CLOCS website

CLOCS Guide - Managing work related road risk in contracts

CLOCS Compliance toolkit

CLOCS Posters and site banners

CLOCS Memorandum of Understanding (MoU) and Term of Reference (ToR)

7.2 CLOCS site monitoring visits

CLOCS can be implemented on a project by project basis and compliance at site level can be evidenced by a CLOCS site monitoring visit. CLOCS site monitoring visits have been developed in partnership with CLOCS partners Considerate Constructors Scheme (CCS) to help companies understand and improve site compliance and safety.

The CLOCS site monitoring team provides a detailed report containing helpful advice on areas for improvement and provides scores in 11 key areas. Overall scores and reports can be used as:

- evidence of compliance to your clients
- a benchmark for future clients
- internal performance monitoring

Importantly a visit will identify areas of under achievement that can be quickly addressed.

There is a nominal charge for site monitoring visits - the fee schedule can be found on the **CLOCS** website.

Useful documents

CLOCS Site monitoring checklist and Preparing for your site visit



7.3 CLOCS Working Group

The CLOCS Working Group comprises a balanced mix of industry representatives. It is responsible for keeping the *CLOCS* Standard progressive, yet grounded,

and advises on the production of supplementary guidance and tools to support implementation.

7.4 The CLOCS team

The CLOCS team is responsible for implementation of the Standard and driving industry awareness. Their role is also to support CLOCS Champions in achieving the goals of their implementation plan. An on-going programme includes the production of tools and supplementary guidance on a range of topics, including procurement, compliance monitoring, and collision reporting.

Sponsored by TfL and led by SECBE, the team includes major organisations that represent key construction stakeholders namely: LHC (specialists in public sector procurement frameworks), CCLG (the Construction Clients' Leadership Group), Build UK (leading construction industry group) and CCS (The Considerate Constructors Scheme) whose team of monitors provides resources for CLOCS site monitoring visits.













7.5 What is a CLOCS Champion?

A CLOCS Champion is an organisation that commits to implementing the *CLOCS Standard* across its business operations; it also commits to encourage its customers, suppliers and other relevant organisations to do likewise.

Being a CLOCS Champion makes a clear corporate statement of an organisation's commitment to prevent future collisions between HGVs and vulnerable road users by consistently implementing the CLOCS Standard and by working collaboratively

with its customers, suppliers and other CLOCS Champions.

The process of becoming a CLOCS Champion is straight forward. It requires the organisation to review the Terms of Reference, sign the Memorandum of Understanding and submit an outline CLOCS Implementation Plan.

Copies of sample implementation plans are on the <u>CLOCS website</u>.



CLOCS is proud to be the 2015 Prince Michael International Road Safety awards Premier Award winner



Acknowledgements

This version was created with input/recommendations from over 120 regulators, clients, principal contractors, fleet operators and community groups that are all CLOCS Champions. Particular thanks is given to the following organisations involved in the 2019 CLOCS Standard Revision task group:































