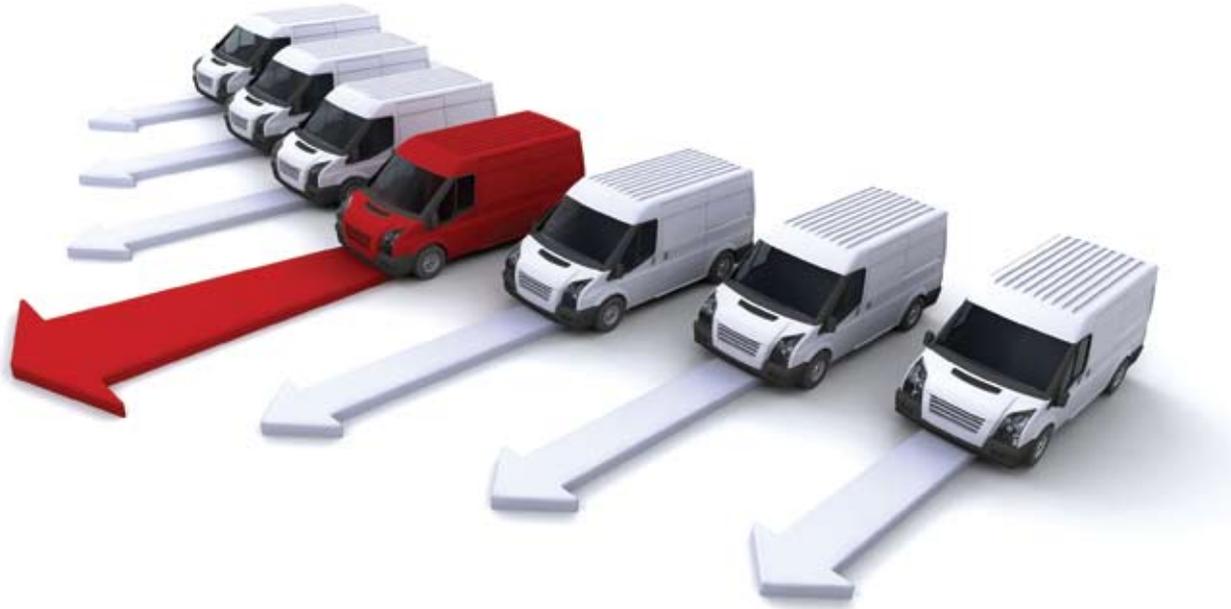


Van Excellence – making your van fleet stand out from the crowd



Gain industry and customer recognition for the highest operating standards
Have peace of mind in the operation of your van fleet
Protect your drivers and other road users through best practice safety procedures

Raising standards, recognising excellence

www.vanexcellence.co.uk

Van Excellence

Van Excellence is an award winning industry-led initiative which has been developed by FTA alongside some of the UK's best van operators, drawn from all sectors of industry.

The scheme has been developed primarily to:

- **raise standards within the industry**
- **improve the perception of vans and light commercial vehicles**
- **enhance the reputation of organisations operating van fleets**

By joining this scheme you will be demonstrating your commitment to safer, more efficient and sustainable van operations, promoting high standards to your customers and reassuring the public and Government that you are addressing any issues that may concern them.

Van Excellence comprises the following three stages.

The Van Excellence Code

The Van Excellence Code has been developed to provide a comprehensive and realistic code of excellence, setting demanding but achievable standards for van operators. It addresses many issues frequently cited by the public and Government when discussing van operators and drivers and provides a practical operational framework promoting excellent standards and recognising excellent operators.

The audit

Before being accredited, your van operation will undergo an independent assessment by FTA's auditors to examine your organisation's procedures in relation to each element of the code. This includes a check of driver and vehicle records. Full pre-audit guidance will be provided and audits will be repeated annually.

Accreditation

Upon successful completion of the audit, accreditation to Van Excellence is then valid for one year. All successful companies will:

- receive a Certificate of Excellence
- be able to use the Van Excellence logo
- be able to display the Van Excellence vehicle logo on their vans[†]
- be added to the list of accredited operators on the Van Excellence website

[†]Decals will be available at an additional charge, contact us for more information

Guide to Van Excellence

There are now 3.2 million vans in the UK, representing one in 10 vehicles on our roads. With vans still frequently suffering a poor and often unjustified reputation, FTA has developed the Guide to Van Excellence, designed for organisations operating vans.

The package provides a wealth of best practice guidance for operating safely, legally and efficiently and is designed to help both raise and improve standards across van operations.

As a subscriber to this service you will benefit from the following.



Website

www.vanexcellence.co.uk

A subscription only website providing access to online information including press releases for van operators, FAQs and useful downloads to accompany your membership.

Telephone advice

Telephone access to our transport compliance experts who are on hand to answer any questions you may have.

Enews bulletins

Regular email bulletins to keep you up-to-date with the latest industry news and developments.

An A4 folder containing advice and information on a range of subjects including:

- Vehicle condition
- Safe working
- Vehicle standards
- Vehicle administration
- Driver licensing
- Driver behaviour
- Driver compliance
- Driver competence
- Training
- Driver identification

Key benefits of this service include:

- ✓ **improved standards** across your operation through expert guidance and support
- ✓ **peace of mind** that you are effectively managing operating risk
- ✓ **cost savings** through discounts on other FTA services and products

For more information please visit www.vanexcellence.co.uk, email enquiry@fta.co.uk or call 08717 11 22 22*

Other support available from FTA

Training

www.fta.co.uk/training

Discover more about the brand new courses developed specifically for van operators.

Shopfta

www.shop.fta.co.uk or call
08717 11 11 11*

A one-stop-shop for all your transport consumables with a regularly expanding range of competitively priced products. Available online, by phone, fax or email.

Seminars and Events

www.fta.co.uk/events

A range of issue-led events, available up and down the country throughout the year, including the highly popular Transport Manager seminars.

Tachofita

www.fta.co.uk/tachofita

Digital and analogue tachograph analysis, interpretation and reporting to provide peace of mind for those operating vehicles that fall within drivers' hours and tachograph rules.

Penalty Charge Notice (PCN) Administration

www.fta.co.uk/pcn

Designed to take the burden of managing PCNs away from you and help you manage the cost of PCNs down. It will keep control of the PCNs issued to your company by making sure they are paid promptly when appropriate, appealed



whenever possible, and monitored to establish any significant patterns that are arising.

Consultancy Solutions

www.fta.co.uk/consultancy

Tailor-made solutions to improve the efficiency and day-to-day running of your transport operation. Our services are also renowned for delivering major cost savings.

Vehicle Inspection Services

www.fta.co.uk/vehicleinspection

Accredited, independent and impartial inspections to help ensure you are operating a safe, compliant and efficient fleet.

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