

QIII System manual

System manual for assessment



Version 2008:01

Preface

Buyers of heavy road transport are faced with a number of challenges. While transport plays a vital part in Sweden's economy, it shows shortcomings that have repercussions on the whole of society. Almost every purchaser wants high-quality transport, but often thinks it is expensive. It can also be difficult to know what quality requirements can be set, how requirements should be formulated, and what requirements will give the best results. For these reasons, QIII has created practical tools to help transport buyers to set relevant requirements that will have a powerful effect and will give better transport economy. QIII's tools, which are described in the manual, are free of charge. Use them!

LASSE HOLM

Operations Manager QIII

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1. Introduction

Heavy road transport makes up a significant proportion of the traffic on our roads. Most of it is carried out on someone's behalf – an organisation, a forwarder, or a company that provides transport from a manufacturer or a store to a customer.

Previously, responsibility for transport lay almost totally with the driver, and therefore depended partly on traffic legislation. More recently, responsibility has shifted and now also involves hauliers, the management of which can be held responsible for the way in which transport is carried out. Within their management systems, many hauliers in Sweden have now drawn up guidelines and routines for working conditions, traffic safety, and the environment linked to road transport, thereby accepting the view that implementation of transport is a management matter. The general feeling has been that there is a need for co-operation between management and drivers for transport to attain high quality.

A third party which can affect this issue are the transport buyers. Buyers provide the conditions for transport, and through their requirements they can dictate the eco-friendliness, road safety, and working conditions of transport. Buyers therefore have a major responsibility for transport.

Business concept:

QIII will assist, examine, and assess transport buyers so that in purchasing they will apply criteria that give better working conditions, increased traffic safety, and reduced environmental impact from heavy road vehicles and passenger transport.

2. About QIII

QIII is a non-commercial organisation established to increase the quality of heavy road transport. We therefore assist transport buyers, who hold the key to change, to set higher requirements on transport in terms of working conditions, traffic safety, and the environment.

We supply, among other things, a purchasing tool that clearly shows the requirements that give high quality and good transport economy. The purchasing tool is designed as a contract form that can be used as a whole or in parts. In addition, we assess transport agreements on the basis of their requirements for working conditions, traffic safety, and the environment during transport. Setting stringent requirements is rewarded by QIII's Quality Certificate. We also arrange seminars and participate in debates on heavy road transport. QIII's services are free of charge for transport buyers.

Our strategy is to offer practical, down-to-earth solutions and to stress well-functioning methods and positive examples.

QIII was founded on 17 May 2005 and is owned by LO and NTF.

Three levels of Quality

Working conditions

Industrial accidents are more common in road transport than in most other industries. Truck drivers suffer about twice as many industrial accidents as the average. Each year, some 10 truck drivers are killed in Sweden, and about 1,000 seriously injured in their workplace – the road. Driver stress and inadequate knowledge of working conditions on the part of employers are two of the reasons why the road transport industry is so badly affected.

Traffic safety

Road traffic accidents cause great human suffering and significant cost to society. Some 500-600 people die and a further 24,000 are injured each year, 4,000 seriously, and often with lifelong disability as a consequence. This means that 10 people a day suffer injuries so serious that they cannot return to a normal working life. Heavy road transport accounts for about 8% of road traffic but about 18% of road traffic accidents. At the same time, measurements show that 8 out of 10 truck drivers exceed the speed limit irrespective of its actual value.

Environment

Heavy road traffic causes emissions that seriously damage the environment and human health. Many emissions cannot be removed entirely, but can be lessened by reducing fuel consumption. The link between fuel consumption and emissions is linear: for every litre of diesel consumed, for example, a truck generates more than two kg of carbon dioxide, which adversely affects the climate. In addition to climatic effects, emissions cause for example eutrophication (overfeeding) and choked stomata in nature, not to mention cancer and airway damage in human beings. Transport is responsible for about half of the CO₂ emissions in Sweden, and the proportion is increasing.

Organisation

The organisation of QIII is built around a Board and Secretariat, with assessments carried out by external auditors. The Board consists of representatives of the owners, and the Secretariat of an Operations Manager who is also rapporteur to the Board, plus administrative staff taken on as necessary. The external auditors are specialists in management systems, quality, law, working conditions, traffic safety, and the environment.

The Board decides on the direction and targets of activities, and on the extent and content of QIII systems. Ultimately, it is also the Board that determines the results for an organisation which has been assessed. The Secretariat works on marketing and administration of QIII's purchasing tools, assessments, and organisation.

Assessments are normally carried out by two auditors in collaboration with the Operations Manager. Auditors must follow the rules of ethics and confidentiality that safeguard every assessment. Assessments include contract examination and interviews with the parties involved. Every assessment results in an assessment record that is submitted to the Board with a proposal regarding the organisation that has been assessed. The Board then takes the final decision on the result for that particular organisation.

3. International

EU

Working conditions, traffic safety, and environmental requirements are set by companies, organisations, and authorities throughout the EU, though requirements obviously vary between different member countries. Traffic safety is a priority area in Sweden, for example, but is not so strongly emphasised in many other countries, which is also confirmed in accident statistics. Working conditions, where Sweden also has a prominent role, vary sharply between different countries, while the environment is a priority area for many.

The EU view on road transport can be summarised from the EU transport policy (White Paper) from 2001. The White Book includes measures for moving road transport to rail and sea. Despite these measures, it is estimated that road transport will increase by 40% to 2010.

The background to the EU view is that road transport accounts for the most serious rise in CO₂ emissions. An important long-term target for the EU is therefore to reduce truck transport on European roads.

Regulations for road transport in the EU vary. For example, Sweden, due to factors linked with its forestry and steel industries, permits longer vehicles with higher maximum weights than most other member countries. The basic principle for the EU is that member countries can make exceptions if they can guarantee that transport from other countries can compete on equal terms.

The rest of the world

There are no international laws or regulations that safeguard working conditions, traffic safety, and the environment linked to road transport, so all transport buyers have the opportunity to set requirements to ensure that the transport they buy should meet criteria that result in high quality. Nowadays, it is usual for transport buyers to set a requirement that the carrier should have a management system based on international standards for quality or the environment, such as ISO 14000 or EMAS.

A summary of some of the most frequently encountered international regulations and recommendations that safeguard heavy road transport is given below.

TIR: *Transports Internationaux Routiers*, refers to cross-border road transport in accordance with the provisions of the TIR Convention. The TIR system is marketed under UN protection.

CMR Convention: *Convention Relative aux Contract de Transport International de Merchandise par Route*, is incorporated into Swedish legislation on freight agreements for international conveyance of goods by road. The convention has been compiled in the UN Economic Convention for Europe, and is a set of regulations covering material damages.

IRU: *International Road Transport Union*, an international road transport organisation for goods and passenger traffic. Information on waiting times at frontiers, traffic problems over Alpine routes, statistics, etc, can be found on the IRU home page.

Last Chapter: QIII's web page, www.q3.se, contains a great deal of practical information such as a downloadable contract blank and supplier enquiry support (LFU).

4. Principles and system assessment

Principles

QIII assesses purchasing of road transport in both the private and public sectors. Assessments are carried out using a system which is continually updated. This manual describes the 2008 version. A starting point for the assessment system is that requirements should be clear and easily verifiable, and that all parts of the system should be transparent. It is also important for an organisation that assesses other organisations to be seen to be trustworthy, neutral, and independent. For this reason, QIII has a clear policy and simple guidelines for its activities.

System description

The assessment system, also called the QIII system, is made up of two parts, basic requirements and assessment area. Basic requirements must be fulfilled before an assessment can begin. The three assessment areas are working conditions, traffic safety, and the environment. Each assessment area incorporates three requirement areas that in turn have three subdivisions known as assessment requirements, and under each assessment requirement there are several subsidiary requirements.

Assessments

Assessments are carried out in two stages, a preliminary examination and a full-scale assessment. The preliminary examination includes a review of the documents that are relevant for purchasing, normally the contract with annexes and in some cases the bid enquiry. The object of the preliminary examination is to discover whether the current purchasing processes are capable of attaining the level required for a quality certificate. If this level is reached, a full-scale assessment is carried out.

The full-scale assessment is carried out as follows:

- a document examination
- interviews with persons who are responsible for current purchasing
- verification of data through contacts with one or more of the carriers included in the agreement.

In the assessment, account is also taken of current practice and verbal agreements between the parties. Here the term 'agreements' means verbal arrangements that can be verified by both parties.

QIII-approved

A points estimation system is based on awarding a number of points for each sub-criterion that is met, then totalling the points to give an overall result. A total of 33 points can be awarded in each assessment area, which means that a purchasing process can be awarded a maximum of 99 points. To receive QIII's Quality certificate and be QIII-approved, a purchasing process should first meet all the basic requirements and then receive at least 33 points, with no assessment area receiving fewer than 7 points. Points are not published by QIII, but can be used internally in the purchasing organisation to work out how improvements can be made. QIII publishes only the names of purchasers or organisations that have received the QIII Quality Certificate and are QIII-approved.

Updating of the system (version 2008) means that both basic requirements and requirements in the three assessment areas have been raised. Another difference compared with previous versions is that the concepts of the QIII Quality Certificate and QIII approval are now used, rather than the earlier star-grading system.

Description of the new QIII assessment system for purchasing transport for persons and goods

The assessment system is divided into four areas numbered 0 to 3, where 0 is Basic Requirements, 1 Working Environment, 2 Traffic Safety, and 3 Environment.

Within each assessment area, there are three requirement areas, and within each criterion area there are three assessment criteria that consist of a varying number of sub-criteria formulated as requirements.

There are thus four levels in the QIII assessment system:

- Assessment area
- Requirement area
- Assessment requirements
- Sub-requirements

All sub-requirements within the Basic Requirement area must be met for an assessment to be completed, and current purchasing will be evaluated according to QIII value systems.

The Basic Requirement section contains rules that form the basis for commercial settlement between the parties, the purchasing organisation and the transport operator(s).

Basic Requirements is divided into the following three areas: 0.1 Formal Conditions, 0.2 Financial Conditions, and 0.3 General Conditions. When the basic requirements are checked, it is important to bear in mind that the purchasing organisation applies a 'pre-qualification phase', which means that some of the basic requirements have already been met and responded to before current purchasing started.

There are three assessment areas: Working Environment, Traffic Safety, and Environment. Before the assessment is started, however, the Basic Requirement must be met for the assessment to be implemented. In each assessment area, there are three Requirement Areas (eg, in Working Environment they are Systematic Work on the Working Environment, Training Workloads and Workload Ergonomics, and Preventive Measures). In each Requirement Area there are three Assessment Requirements that include a number of sub-requirements. An assessment requirement contains one to four sub-requirements.

In each sub-requirement, there is a clarification and an explanation about whether or not the requirement must be documented. Where sub-requirements must be documented for them to be approved, the text '*the requirement will be documented*' must appear. In some sub-requirements the text will read '*the requirement should be documented*'. This means that the purchaser should prove that they have ensured that the requirement is met. This can be done via written verification of some kind, or verbal verification confirmed later by the operator.

In the new system, there are requirements that cover existing personal and goods transport. In the vast majority of cases, the requirements are identical. In some cases, however, the requirements are specific to goods or personal transport. This is indicated by the requirement being labelled G for goods transport and P for personal transport.

0. Basic requirements

0.1 Formal conditions

The assessment requirements that constitute the formal conditions arise chiefly from the laws and regulations covering public purchasing. The requirements must be adapted for international purchasing.

0.1.1 Are there traffic conditions?

The requirement for traffic conditions does not need to be documented.

0.1.2 Is the organisation registered and has it FA/F tax permit?

The requirement will be documented.

0.1.3 Are there conditions for international traffic (when necessary)?

The requirement should be documented and applies only for purchasing where the transport is intended to be used in other countries.

0.1.4 Is there third-party insurance?

The requirement should be documented.

0.1.5 Is there liability insurance?

The requirement should be documented.

0.1.6 Do labour market legislation and agreements apply?

The requirement should be documented.

0.1.7 Do legislation and regulations in the specific area for which the purchase is intended apply?

They should be documented. A general requirement on applicable legislation to be used does not count as a requirement.

0.2 Financial conditions

The assessment requirements that form the financial conditions assume that the Executor is not insolvent, bankrupt, or in liquidation.

0.2.1 Is the Executor free from any settlement order, bankruptcy, liquidation, or compulsory administration?

The requirement should be documented.

0.2.2 Have taxes and social charges been paid, or does a payment plan exist?

The requirement should be documented.

0.2.3 Is the Executor subject to any liabilities due to serious professional misconduct or subject to legal action over any matter linked to professional misconduct?

The requirement should be documented.

0.3 General conditions

The assessment requirements that constitute general conditions state the formal inspection requirement for drivers that should exist, and that follow-up of purchased transport will be implemented.

0.3.1 Should the Executor ensure that current drivers hold current certificates of competence?

The requirement should be documented.

0.3.2 Will follow-up of the agreement for purchased transport be implemented during the agreement period?

The requirement should be documented.

1. Working Environment

In Working Environment, there are three requirement areas: 1.1 Systematic Work on the Working Environment, 1.2 Safety, and 1.3 Ergonomic and Preventive Measures. The assessment requirements that exist within the three areas are given a points score, which is shown after the respective heading. The points are different within respective criteria depending on how the criterion has been assessed. In cases where the purchasing organisation requires the Executor to work according to AFS 2001:1, 'Systematic Work on the Working Environment', some of the criteria that exist in the three requirement areas are met automatically. These are indicated with * in the text below.

1.1 Systematic Work on the Working Environment

Organisations with fewer than ten employees do not need to have a documented system according to Swedish Working Environment Authority Regulations AFS 2001:1, 'Regulations for Systematic Work on the Working Environment'. They should however work according to the spirit of the regulations. To ensure that the requirements are equivalent in all organisations that use transport, the requirements of AFS 2001:1 have been divided into the three assessment requirements that are included in the criterion area Systematic Work on the Working Environment.

1.1.1 Working environment policy (1p)

*1.1.1.1 Is there an established working environment policy?**

The requirement should be documented.

1.1.2 Risk assessments, measures and action plans (2p)

*1.1.2.1 Are there risk assessments of the working environment?**

The requirement should be documented.

*1.1.2.2 Have action plans to improve the working environment been prepared?**

The requirement should be documented.

1.1.2.3 Are there routines for reporting near-accidents and accidents to the Purchaser?

The requirement should be documented.

1.1.3 Continuous improvement of the working environment (6 p)

*1.1.3.1 Has documented work to follow up measures and continuous improvement to the working environment been carried out?**

The requirement should be documented.

*1.1.3.2 Has there been a risk assessment to decide and implement changes that can affect the working environment? **

The requirement should be documented.

1.2 Training, workload, and workload ergonomics

In terms of working environment, safety aspects for the driver group can be seen from several viewpoints. A safe working environment means that many different parts should be met. Traffic safety, safe vehicles, good driving environment, and an organisation that works continuously to improve safety, are other important factors in creating a good working environment. The requirement area Training, Workload, and Ergonomics is divided into three assessment requirements.

1.2.1 Information and training (2p)

The Executor should work continuously to reinforce staff competence. Creating safe workplace conditions is achieved by first analysing problem areas and then setting objectives and action plans that include staff motivation and involvement in safety questions.

1.2.1.1 Are there routines for communication and information?

The requirement should be documented.

1.2.1.2 Has training in working environment questions taken place?

The requirement should be documented.

1.2.2 Workloads, threats, and violence (4p)

1.2.2.1 Are there routines to ensure that road worktime regulations are always met?

The requirement should be documented.

*1.2.2.2 Are there routines to identify and deal with workload ergonomic problems? **

The requirement should be documented.

1.2.2.3 Are there action plan and routines to prevent or meet threats and violence?

The requirement should be documented.

1.2.3 Emergency plans and crisis handling (6p)

1.2.3.1 Emergency plans?

The requirement should be documented.

1.2.3.2 Crisis handling plan?

The requirement should be documented.

1.2.3.3 Access to a crisis-handling organisation?

The requirement should be documented.

1.3 Preventive measures

The Executor will examine and follow up working environment-related conditions by continuous safety patrols or similar. Tasks that mean risk of loading hazards or injuries such as heavy manual lifts or work in unfavourable work positions will be identified and dealt with. The term ‘preventive measures’ means activities intended to prevent work-related illness in both short and long term. The requirement area includes three assessment requirements.

1.3.1 Active protection activity (2p)

*1.3.1.1 Are there continuous safety patrols? **

The requirement should be documented.

*1.3.1.2 Are tasks involving physical stress identified and documented? **

The requirement should be documented.

1.3.2 Health care (4p)

1.3.2.1 Is there access to company health service or similar activities?

The requirement should be documented.

1.3.3 Checks and health status (6p)

1.3.3.1 Is driver health status checked?

The requirement will be documented.

1.3.3.2 Is there a healthcare programme?

The requirement should be documented.

2. Traffic safety

In Traffic safety there are three requirement areas: 2.1 Speeds and driving behaviour, 2.2 Safe vehicles, and 2.3 Alcohol, drugs, and fatigue. The requirements that exist in the three areas are given points that are shown after the respective heading. The points differ in each assessment requirement depending on how the criterion has been assessed. In cases where the purchasing organisation requires the Executor to work with a management system for Safe Traffic Transports, one of the criteria of the first requirement area is met. This is indicated by * in the text below.

2.1 Speeds and driving behaviour

Speed is the single most important factor in reducing the number of accidents and their effects. It is therefore of great importance for traffic safety that the Purchaser, the Executor Organisation, and the drivers are aware of this and are motivated to adjust speed to suit prevailing conditions and speed limits.

2.1.1 Traffic safety policy (2p)

*2.1.1.1 Is there an established traffic safety policy? **

The requirement will be documented.

2.1.1.2 Are there documented speed guidelines?

The requirement should be documented.

2.1.2 Speed checks (5 p)

2.1.2.1 Are there routines for regular (at least quarterly) speed checks on least 30% of current vehicles?

The requirement will be documented.

2.1.2.2 Are there guidelines, measures, or action plans that aim to follow up and eliminate speed infringements?

The requirement will be documented

2.1.3 Support functions for speed adjustment (9 p)

2.1.3.1 Are all vehicles equipped with support systems to eliminate speed infringements?

The requirement will be documented

2.1.3.2 Are there guidelines or routines and measures or action plans, linked to support systems to eliminate speed infringements?

The requirement will be documented

2.2 Safe vehicles

The 'Safe Vehicles' heading mainly covers physical conditions, vehicles and equipment. There are however some criteria that affect management and competence associated with safety work.

2.2.1 Vehicles and equipment (1 p)

2.2.1.1 Are there guidelines for continuous checks that tyres have least the statutory tread depth and correct air pressure, and are not damaged?

The requirement should be documented.

2.2.1.2 Are there approved three-point belts on all places in all vehicles to be used, and continuous checks on belts?

The requirement will be documented.

2.2.1.3.G Are there guidelines, information and support systems to eliminate overloading?

The requirement should be documented.

2.2.2 Management, monitoring and safety equipment (2 p)

2.2.2.1.G Are approved brake checks carried out every six months at ASB or an accredited workshop for vehicles over 3.5 tons?

The requirement will be documented.

2.2.2.1.P Are approved brake checks carried out every six months at ASB or an accredited workshop on all special vehicles and vehicles carrying more than eight passengers (buses)?

The requirement will be documented.

2.2.2.2 Are there documented routines for and application of continuous vehicle monitoring, service, and maintenance?

The requirement will be documented.

2.2.2.3 Is there safety equipment as follows: 1) Fire extinguisher, 2) Reflective protective vest, 3) Hand lamp, 4) First-aid equipment, 5) Belt knife?

The requirement will be documented.

2.2.2.4.G Are there documented guidelines, technical support systems, and training for secure loading?

The requirement should be documented.

2.2.2.4.P Is there vehicle equipment as follows:

1) Head restraints on all seats, 2) ABF brakes, 3) Anti-skid system in accordance with ESC 4) Load movement protection? (Headings 3) and 4) are intended for saloons or estate cars.

The requirement will be documented.

2.2.3 Competence and safety functions (3 p)

2.2.3.1 Is there continuous traffic safety training?

The requirement should be documented.

2.2.3.2.G Are there routines to ensure that seatbelts are used?

The requirement will be documented.

2.2.3.2.P Are there routines to ensure that seatbelts are used by drivers and passengers?

The requirement will be documented.

2.2.3.2 Are there rules for restriction of mobile telephone communication during driving?

The requirement should be documented.

2.2.3.3 Are there audible and visual seatbelt signals at the driver position?

The requirement should be documented.

2.3 Alcohol, drugs, and fatigue

Alcohol and drugs make up a significant part of the risk factors in commercial traffic. Accidents due to fatigue and sleepiness also form a significant part of road traffic accidents.

2.3.1 Alcohol and drug policy (2 p)

*2.3.1.1 Is there an alcohol and drug policy? **

(AFS 2001:1)

The requirement will be documented.

*2.3.1.2 Is there an action programme including a rehabilitation plan? **

(AFS 2001:1)

The requirement will be documented.

2.3.2 Fatigue-related factors, driving and rest periods (3 p)

2.3.2.1 Are there guidelines to prevent fatigue-related accidents?

The requirement should be documented.

2.3.2.2 Are there guidelines to eliminate infringements of driving and rest period rules?

The requirement will be documented.

2.3.3 Support systems – alcohol locks and drug tests (6 p)

2.3.3.1 Are all vehicles equipped with alcohol locks that can store data, and guidelines or routines for managing alcohol locks and action programmes.

The requirement will be documented.

2.3.3.2 Are there drug tests on personnel to be employed?

The requirement will be documented.

3. Environment

In the environmental area there are three Requirement Areas: 3.1 Environmental work by the Executor or Organisation, 3.2 More Efficient Fuel Use, and Alternative Fuels, and 3.3 Handling of Chemicals, Emissions, and Vehicle Maintenance. The requirements that exist in the three areas are given points

that are shown after the respective section. The points are different within each assessment requirement depending on how the criterion has been assessed.

In cases where the purchasing organisation requires the Executor to work with the environment management system based on the ISO 14 000, EMAS or similar standards, some of the criteria of the three requirement areas are automatically met. These are indicated by * in the text below

3.1 Environmental Work by the Executor or Organisation

The basis for effective improvement of the environment is that Executor carries out organised systematic work based on knowledge and competence, and that resources are allocated to implement permanent improvements.

3.1.1 Environmental policy and report (2p)

3.1.1.1 Is there an established environment policy?

The requirement should be documented.

3.1.1.2 Are environment objectives reported annually?

The requirement should be documented.

3.1.1.3 Are fuel consumption, proportion of renewable fuel, and emissions per km and vehicle reported annually?

The requirement will be documented.

3.1.2 Objectives and action plans to reduce emissions to atmosphere (4p)

3.1.2.1 Is fuel consumption documented?

The requirement will be documented.

3.1.2.2 Are there timed objectives and a plan to reduce fuel consumption?

The requirement should be documented.

3.1.2.3 Are there timed objectives and a plan to reduce dependency on fossil fuels?

The requirement should be documented.

3.1.2.4.G Are all vehicles that carry out transport work classified to Euro III or better?

The requirement will be documented.

3.1.2.4.P Are at least 50% of vehicles of less than 3.5 tons that carry out transport work classified to Mk 2005 or better, and are all vehicles over 3.5 tons classified to Euro III or better? The requirement will be documented.

3.1.3 Vehicles and fuel consumption (6p)

3.1.3.1.G Will at least 20% of transport be carried out by vehicles that can be driven on renewable fuel?

The requirement will be documented.

3.1.3.1.P Will at least 50% of transport carried out using vehicles below 3.5 tons, and 20% of vehicles over 3.5 tons, be driven on renewable fuel?

The requirement will be documented.

3.1.3.2.G Will the Executor carry out active work to increase load factor and thus reduce emissions per ton-km?

The requirement should be documented.

3.1.3.2.P Will the Executor actively work towards increasing the efficiency of transport in order to reduce energy consumption?

The requirement should be documented.

3.1.3.3.G Will at least 50% of transport work will be carried out by vehicles that are classified Euro V or better?

The requirement will be documented.

3.1.3.3.P Will all vehicles under 3.5 tons be classified to Mk 2005 or better?

For saloons and estates, will at least 50% of transport be carried out by vehicles that meet the national definition of environmental vehicles? For vehicles over 3.5 tons, will at least 50% of transport be carried out by vehicles classified Euro V or better?

The requirement will be documented.

3.2 More efficient fuel use, and alternative fuels

Irrespective of fuel used, it is of major importance that it is used as efficiently as possible. Energy consumption should always be as low as possible. Alternative fuels should be used when possible on the basis of access to fuel.

3.2.1 Training and information (2p)

3.2.1.1 Is there training aimed at reducing fuel consumption?

The requirement will be documented.

3.2.1.2 Are there routines for feedback and employee information?

The requirement should be documented.

3.2.2 Follow-up and motivation (4p)

3.2.2.1 Is there a system for being able to follow up the consumption related to individual vehicles?

The requirement will be documented.

3.2.2.2 Are there incentive programmes and measures that aim to reduce fuel consumption?
The requirement should be documented.

3.2.3 Fuel and support systems (9p)

3.2.3.1 Are at least 50% of the vehicles equipped with support systems that show how driving technique affects the vehicle's fuel consumption?
The requirement will be documented.

3.2.3.2.G Does at least 20% of the current transport run on renewable fuel?
The requirement will be documented.

3.2.3.2.P Does at least 50% of transport using with saloons and estates run on renewable fuel, and for other vehicles at least 20%?
The requirement will be documented.

3.3 Handling of chemicals, emissions, and vehicle maintenance

The Executor will work continuously to replace products that are environmentally harmful.

3.3.1 Chemicals and emissions during vehicle maintenance (1p)

3.3.1.1 Are there complete safety data sheets and lists of chemical products used in connection with vehicle maintenance?
The requirement should be documented.

3.3.1.2 Are there routines for safe handling of chemical products and hazardous emissions?
The requirement should be documented.

3.3.2 Product selection (2p)

3.3.2.1 Is there knowledge of the environmental impact of chemicals used?
The requirement should be documented.

3.3.2.2 Is there a plan for phasing out environmentally hazardous chemicals used?
The requirement should be documented.

3.3.2.3 Is there deliberate choice of environmentally-labelled (or similar requirement) chemical products in cases where they are on the market?
The requirement should be documented.

3.3.3 Vehicle service and maintenance (3p)

3.3.3.1 Are vehicles continuously monitored, maintained, and washed?

The requirement will be documented.

3.3.3.2 Are there service agreements etc?

The requirement will be documented.

3.3.3.3 Is there always deliberate choice of tyres free from oils requiring obligatory marking according to EU classification?

The requirement will be documented.

3.3.3.4 Is the use of environmentally harmful chemicals being eliminated?

The requirement will be documented.

5. Abbreviations used in QIII

There are several concepts and abbreviations that are more or less specific and are used in both the QIII system and in QIII's various documents. It should be noted that these are QIII's own special interpretations of existing concepts, and that there may be other interpretations used in different circumstances.

ABS

ABS is the abbreviation for Antilock Braking System, a technical system used on motor vehicles to prevent the wheels from locking when the brakes are applied.

Since ABS first came into more widespread use in 1978, a number of different braking and steering stability systems, both hydraulic and electronic, have been developed.

Accredited workshop

A workshop approved by Swedac to carry out certain vehicle inspections.

ADR

ADR is the abbreviation for the French *Accord Européen Relatif au Transport International des Marchandises Dangereuses par Route* or the English 'European Agreement Concerning the International Carriage of Dangerous Goods by Road'.

ADR is a common set of regulations for transport of dangerous goods on national roads in Europe. The Swedish version of the regulations is referred to as ADR-S and issued by *Myndigheten för samhällsskydd och beredskap*, the Swedish Civil Contingencies Agency.

AFS

The Swedish Work Environment Authority Statute Book (AFS) consists of regulations with the designation AFS. They are listed by years and number, e.g., AFS 2001:1

ASB

AB Svensk Bilprovning (Swedish Motor Vehicle Inspection Co), an organisation that tests and reports on vehicles available for use on Swedish roads.

Contract follow-up

Follow-up of contracts entered into by transport buyers and carriers/hauliers. Checks on whether carriers undertake the transport work in accordance with the contract.

Basic requirements

QIII's basic requirements contain requirements that form the basis for the commercial agreement between the parties, the purchasing organisation and transport providers.

Basic requirements must be met before an assessment can be carried out. Basic requirements are split into three areas: formal preconditions, financial conditions, and general conditions.

Assessment requirements QIII

Assessment requirements are a classification of a number of sub-requirements in a specific area such as 'Workloads, threats and violence'. Assessment requirements are given points depending on their significance. An assessment requirement can include one to four sub-requirements. It is the power of the assessment requirements that governs how many points are assigned to each of the sub-requirements (see diagram at end of document).

Assessment area

QIII's Assessment Areas are Working conditions, Traffic Safety and the Environment. In each assessment area there is a requirement area, followed by assessment requirements and finally sub-requirements (see diagram at end of document).

Assessment system

QIII's assessment system is a system for the evaluation of road transport purchased. The transport buyer's agreement with the carrier or haulier is assessed on the basis of the QIII system. The assessment system covers both goods and passenger transport.

Qualification certificate

Qualification certification covers the qualification needed to carry out a specified transport. For example, driving licence qualification B, C, D, and E, ADR qualification, taxi-driver's licence, etc.

Purchaser

The Purchaser is the transport buyer, the legal entity who purchases transport and is party to the agreement.

Sub-requirements

QIII's sub-requirements are the requirements that are evaluated, estimated, and totalled to obtain the total quality in the respective requirement area (see diagram at end of document).

Documented

The term 'documented' refers to a written record or electronic document containing factual data.

Document examination

The term 'document examination' means inspection and examination of a document.

E85

Ethanol (85%) with 15% admixture of gasoline (petrol). The winter mix contains about 25% gasoline.

EEG

Swedish abbreviation for the European Economic Community (EEC).

EMAS

EMAS is the abbreviation for Eco-Management and Audit Scheme. EMAS is the EU's voluntary environmental control and environmental auditing order. EMAS is based on the international environmental management standard ISO 14001.

Contractor

In the QIII system, 'contractor' means carrier, transport provider, or transport company.

EuroII – III – IV – V

European environmental classification of vehicles.

Health programme

A set of activities based on methodical work with the object of optimising human health.

Load factor

Load factor is the amount of freight carried by a transport vehicle expressed as a proportion of its maximum capacity. Full load represents a load factor of 100%.

Renewable fuel

Renewable fuel is non-fossil fuel derived from energy sources that can be replaced.

Implemented

The term 'implemented' means that an action is firmly established and has been carried out or realised. An 'implemented' policy is one that is well-known and firmly established throughout the organisation.

Incentive programme

An incentive programme is a set of regular, methodical measures intended to stimulate employees to establish, develop, and carry on activities aimed at reaching a particular target.

Integrated

In the QIII system, 'integrated' means elements, systems, etc, that are built into in new or existing activities.

ISA

Intelligent Speed Adaptation, a technology that tells drivers the speed limit that applies on the stretch of road on which they are currently travelling.

ISO

International Organisation for Standardisation, an international body representing national standards institutions which works on industrial and commercial standards such as ISO 14001, the standard for environmental management.

Estate car

A passenger car with the luggage compartment combined with the passenger compartment which carries up to seven passengers.

Requirements area

There are QIII Requirements Areas within each Assessment Area, and each Requirements Area has three Assessment Requirements that consist of a number of sub-requirements (see diagram at end of document).

Crisis management

In the QIII system, crisis management means organised psychological and social management of employees in the event of accidents as described in a crisis management plan.

Load security

Load security covers methods, fixings, load separators and securing of loads in accordance with TSVFS 1978:10.

Supplier

A supplier is a carrier or transport provider.

Ecolabelling

In the QIII system, ecolabelling means an established environmental approval such as the Nordic Ecolabel (the Swan mark), Good Environmental Choice by SSNC, or the EU Flower mark.

Mk

Swedish abbreviation for environmental classification.

Verbal agreement

In the QIII system, a verbal agreement means an agreement not recorded in writing which can be verified by both parties.

N

The abbreviation N is a hazard code for environmentally toxic substances.

NTM

Abbreviation for Network for Transport and the Environment. NTM is a non-profit organisation founded in 1993 to create a common basis for assessment of how the environmental performance of various means of transport should be calculated.

Emergency plans

In the QIII system, emergency plans means documented procedures to be applied in the event of an accident.

Policy

In the QIII system, 'policy' means overall fundamental principles and guidelines that ultimately control activities.

Practice

In the QIII system, 'practice' means activities and operations accepted, generally known, and applied in the current area.

Pre-qualification

Pre-qualification means a preliminary assessment of the basic requirements of a carrier or haulier. Pre-qualification is usually carried out in larger organisations with numerous purchasing actions under a framework agreement on suborders.

prEN

prEN is a preliminary European Standard (in progress).

QIII

QIII (Q3) stands for I Working conditions, I Traffic safety, and I Environment; Q is not an abbreviation as such, but can be taken to mean quality.

R50-59

R is a abbreviation for Risk, and the numbers designate various environmentally hazardous substances.

Rehabilitation plan

A rehabilitation plan is an individually adapted plan that defines the actions taken to promote rehabilitation and a return to working life.

Guidelines

In the QIII system, guidelines are documented regulations, standards, and principles that control activities.

Risk assessment

Risk assessment, or Risk and Consequence Assessment (ROK) means analysis of and actions against factors that can adversely affect health.

Procedures

In the QIII system, procedures mean descriptions of elements and tasks.

SAM

Abbreviation of Systematic Working Conditions Work in accordance with the Swedish Work Environment Authority Statute Book, AFS 2001:1.

SFS

Abbreviation for Swedish Code of Statutes.

Controlling document

Controlling documents are written policies, guidelines, regulations, standards, and principles that are definitive in activities.

Carrier

In the QIII system, a 'carrier' is a forwarder or other body that organises transport.

Purchasing support

All controlling documents that form part of a purchasing contract as well as annexes and other documents relevant to the purchasing activity.

Transport providers

Transport providers are carriers or hauliers, the legal entity who is party to an agreement.

VVFS

The Swedish National Road Administration Statute Book (VVFS) consists of regulations designated VVFS, followed by a year and number, such as VVFS 2008:21.

Action plans

In the QIII system, action plans are documented operations or measures that define activities aimed to deal with faults or deficiencies.

Overload

The term overload means a load that exceeds the total permissible cargo weight of a vehicle under the terms of vehicle or traffic regulations.

6. Follow-up

An agreement follow-up is carried out so that buyers can ensure that the requirements set and the commitments made by the carrier have been fulfilled. Follow-ups are usually carried out on the initiative of the purchasing organisation (the buyer). The follow-up is important from several perspectives. In addition to checking conformity with requirements in working conditions, traffic safety, and the environmental areas, checks are also made that the vehicles and equipment specified by the buyer in the bid enquiry and contract conform to the definitions or commitments given. Follow-ups are also important to ensure fair competition between contractors.

The aims of an agreement follow-up are to develop as well as to check. The functions that are checked amount to an examination of the carrier's activities associated with the agreement. The developed functions should create the conditions for both carrier and buyer to implement joint improvement of transportation.

An agreement follow-up can be carried out in different ways. The conventional way is that the purchasing organisation itself, or its representatives, carry out the inspection of the carrier's activities. However, a newer method that is increasingly coming into use is that the carrier makes his own self-assessment and sends the report to the buyer.

The follow-up should not be perceived by the carrier as a sort of police check by the buyer. It is important that the whole follow-up process is seen as part of the development work of all the parties involved. Follow-ups should be carried out in the form of a dialogue, and should at the same time give indications of various actions and ideas, and where the carrier can receive answers to questions and input viewpoints.

Just as a follow-up should be an impetus for the carrier, it is also important that buyers take part in the experience of analysis as to whether there are deficiencies in the agreement. Buyers must also check whether the requirements which have been set are too difficult for the carrier to reach, or if they can be developed further.

It is increasingly common for carriers themselves to carry out inspections on behalf of the buyers. This means that it is the carrier's responsibility to maintain and certify conformity with the agreement and with the level of quality required by the buyer. Carriers should therefore implement active follow-up work, and it is the carrier's responsibility to plan and organise the way in which follow-ups are carried out.

Carriers will:

- Report how follow-up work is carried out;
- Report the results of follow-up work based on the established reporting routines;
- Work actively to correct deviations;
- In co-operation with the buyer, to carry out continuous development of the relevant requirements and actions.

The follow-up work of the carrier can proceed in two parts. One is to check and measure conformity with the agreement, the formal part. The other is to check and measure how quality has been maintained, the qualitative part. The formal part covers everything controlled by the agreement, legislation, statutes, and requirements, and which affects the current activity. The qualitative part covers the added value given by the transport service.

It is important to see follow-up as a common development task.