

# CLOCS Monitoring Process



**Vehicle arrives at site**  
Vehicles over 3.5 tonnes  
checked for compliance using  
Compliance check form



**YES**  
Vehicle enters site

Determine type of  
non-compliance and take  
appropriate action



Level determined by client informed by risk



## Level 1: Monitoring compliance

- Compliance checks carried out using the compliance check form



## Level 2: Warning issued

- Compliance checks carried out using the compliance check form
- Driver non-conformance notification issued



**Vehicle  
makes  
delivery**



## Level 3: Refuse access/delivery

- Compliance checks carried out using the compliance check form
- Recorded as a 'failed delivery' and vehicle turned away
- Driver issued with non-conformance notification
- Follow-up with operator through Stage C, Contractual Compliance



**Vehicle  
turned  
away**

Completed **compliance check form** and **non-conformance report** sent to contract manager / department with driver operator details, area of non-compliance and action taken



**Stage C: Follow up through  
contract with supplier**

Where vehicles/drivers are found to be non-compliant, you are encouraged to notify the relevant accrediting body directly, e.g. for FORS accredited operators, email [compliance@fors-online.org.uk](mailto:compliance@fors-online.org.uk)