Welcome

Richard Burnett, Chief Executive, Road Haulage Association

The haulage and logistics sector is the 5th largest industry in the UK; employing 2.2m people, it has a collective turnover in excess of £78 billion and is responsible for the movement of 85% of goods in the UK. Without it, the UK economy would grind to a halt and every single element of the supply chain it serves would be seriously affected.

The Road Haulage Association represents over 7,000 member companies who, between them, operate over 80,000 HGVs. Members range from owner-operators to companies running fleets in excess of 1,000 vehicles. They cover every industry sector including the movement of raw materials, manufacturing components, clothing, food products, waste and livestock.

The RHA works constantly to raise the importance of the industry to society through the press, industry events and through constant dialogue with government departments at both local and national level on an ever-increasing range of topics.

Central to National Lorry Week is our focus on ‘The Next Generation’. The aim is to make the UK public, including students, aware of the essential contribution the truck makes to everyday life. This will include highlighting the wide range of employment opportunities available in this increasingly expanding sector.

However, the continuing growth and success of the industry rests with tomorrow’s workforce and right now we have a shortage of around 60,000 drivers. This represents a tremendous threat to the economy and we are doubling our efforts to get the problem recognised. To address this, each year during National Lorry Week we hold a parliamentary reception to raise the issue within the corridors of Westminster.

The RHA works tirelessly to promote the industry and the work of its members in many ways. The list of opportunities continues to grow and we look forward to counting on the support of our new members.
The RHA is the only trade association with a sole focus on companies engaged in the transport of goods by road. For the vast majority of RHA members, free help and advice from the organisation at the heart of the road transport industry, plus the ability to trade under the industry standard RHA Conditions of Carriage is why membership of the RHA is an integral part of their business.

Members also benefit from dedicated area managers who provide information and advice on all aspects of running a haulage operation and will arrange to visit your premises. The RHAs Helpdesks are operated by experienced and industry qualified staff who are just a phone call away and able to answer any haulage-related questions you may have. Consistent and active campaigning at all levels of government is undertaken by our leading policy team.

Regular updates on policy, compliance, local and national issues affecting the industry along with latest training courses and shop offers, are all delivered direct to your inbox.

www.rha.uk.net lists the latest RHA events, both national – such as the Annual Lunch, She’s RHA, Compliance Conference and National Lorry Week – along with local events including regional briefings and social events – all providing great networking opportunities and members can benefit from discounted rates.

The RHA’s goal is to grow the industry’s profile by improving communication and engagement with members, the media and government of all types. But of course, our most important goal is to deliver value to you, the member.

**JOINING THE RHA – WHAT OUR MEMBERS SAY:**

“We joined because of the RHA Conditions of Carriage and we are still members because of the amazing services the RHA provides. The RHA is a great advocate of the industry and provides its members with fantastic services, advice and support. The RHA’s successful lobbying efforts and their rapport with the media elevates the industry profile”

Roy Bowles Transport Limited

“Howard Tenens have been members with the RHA for a number of years. It is fantastic to be part of the RHA’s upward journey to be the trade association of choice. Richard Burnett’s forward thinking is delivering real results for us and the industry, he has raised the profile of the RHA and the industry as a whole to ensure our sector gains the recognition it deserves”

Ben Morris, Howard Tenens Ltd
Area managers
Area managers represent the RHA out on the ground. They exist to help you. This is achieved through personal visits and contact, but they also attend meetings on your behalf on a vast range of subjects with a wide range of organisations such as Freight Quality Partnerships, local highway authorities, the DVSA, the police, maintenance advisory committees, the Highways Agency and HM Revenue and Customs.

The RHA Helpdesks
These are the people to ring when you have a query or a problem. They have a wide range of knowledge and can answer most calls on the spot. For more complex enquiries, they will liaise with a wide range of in-house technical experts in order to help you.

The team deals with extremely high call and email volumes per day, ranging from confirming a member’s interpretation of the drivers’ hours regulations right through to deciding if a lorry permanently fitted with grandstand seating is subject to the O-Licensing regulations. The majority of calls are from our SME business members, who have a problem on the road. The Helpdesk operators’ task is to get them up and running again.

RHA Conditions of Carriage
The RHA Conditions of Carriage 2009 are available for the exclusive use of RHA members and are recognised as the industry standard. If you do not use them, under Common Law, you could be held responsible for the full value of the load being carried and for any losses arising from damaged or short delivery. By using RHA Conditions of Carriage correctly, you limit your liabilities for the goods you carry.

Specialist Conditions are also available to members to meet the requirements of their specific operation. These include conditions developed for operators involved in storage, livestock, skip hire, liquids, poxders and gases, caravans, car transporters and abnormal indivisible loads.
“With the support of the friendly RHA Helpdesk and support team, we have grown our business with confidence. They have supplied us with valuable advice and guidance which is crucial in today’s stringent environment. In a world full of conflicting advice, it is nice to know you can call the Helpdesk at any time and get full clarification on any aspect of the haulage industry.”

Sally West, West Road Haulage

“The RHA provides first class services with the highest integrity for Jack Richards. We find the RHA’s Helpdesk team to be friendly, professional and knowledgeable and they always provide us with the information our business needs”

Peter Brown, Jack Richards & Son
Inclusive benefits of membership

Active campaigning at all levels to local and national information updates

Campaigning on your behalf
In its representational role, the RHA embraces all the issues that affect the industry. We actively promote efficiency, safety, compliance with regulations – and an entrepreneurial spirit. We campaign and lobby for the industry at many levels and with various stakeholders, from the EU to national and local government. We regularly feature in the national press and on national and local broadcast media getting the industry’s messages out to millions of people.

Every week, members receive an email detailing important information on campaigning activities and regulatory changes – and comment is always welcomed in return. Regional councils, specialist and ad hoc groups (for example on driving standards, security and vehicle testing), all represent your views and concerns.

RHA Regional Offices
The RHA has four offices; three serve the four regions, plus an additional policy, communications and media hub in Weybridge.

The RHA’s four regions have been grouped into two Business Units. Business Unit North consists of the Scotland and Northern Ireland and Northern regions. Business Unit South consists of the Midlands and Western, and Southern and Eastern regions.

RHA Publications
The RHA’s publications include the award-winning ROADWAY magazine, the annual RHA Haulage Manual, and the Find a Haulier website.

ROADWAY magazine is a free-to-members, monthly magazine, which helps keep them up-to-date with the latest industry, product and legislative news. Produced and published in-house, it is a vital source of information and news for members and is very well respected within industry.

The RHA Haulage Manual is the road haulier’s must-have publication, containing all the latest information required to run a safe, compliant and efficient road haulage business. The publication is updated annually and sent

CAMPAIGNING – WHAT OUR MEMBERS SAY:

“We are happy to be a long standing member of such a pro-active trade association, which gives us the opportunity to support and contribute to the RHA’s continued and tireless campaigning on behalf of its members and the industry”
Claire Sivills, Yusen Logistics (UK) Ltd

“The RHA is second to none with its tireless campaigning for members and the industry as a whole. It gives us the opportunity to have our voice heard and our concerns raised in an appropriate forum”
Patrice Schneider, Birds Transport
free to members. The manual gives them up-to-date information on all aspects of transport operations, from drivers’ hours and tachographs to vehicle maintenance and traffic regulations.

Find a Haulier is a fully searchable online directory of both main and associate member companies. Visit now at: www.findahaulier.co.uk

By using the site, hauliers, manufacturers, retailers, freight inputters and the general public can search an incredibly diverse selection of providers, by areas served, offering over 70 distinct services; anything from palletised freight to live shellfish export.

The RHA Online – www.rha.uk.net

The RHA website was relaunched in 2015. Visitors to the main areas have access to newly improved, regularly updated industry news and information, as well as changes in legislation, surveys and polls, RHA events and business partner services. Find out what we are doing for you on policy and campaigning by visiting the site regularly and keeping up to date with all of the new services. The RHA website has a variety of features for members and non-members alike. In the members only area, members can access exclusive news, reports and information, as well as the ‘pick and choose’ email service.
Tailored business services for the road transport industry

RHA Compliance and Management Services
Our compliance managers deliver the regional compliance and management services. These include:

RHA Compliance Audits
Our RHA Compliance Audits are ISO 9001 approved and help to give peace of mind and assurance that you comply with the undertakings you agreed to when applying for your Operator Licence. It is designed to check that you comply with the wide range of legislation that applies to you as a road haulier.

You will receive a report on our findings together with easy-to-understand guidance on how to deal with any areas where improvement may be necessary.

The audit includes checks on:
- Operator’s Licence
- Insurance requirements and supplier contracts
- Employment matters including contracts of employment
- Health and safety
- Maintenance arrangement and facilities
- Management controls for Drivers’ Hours, Road Transport (Working Time) Regulations, tachograph and speed limiters
- Operational issues such as drivers’ licences and overloading.

Systems and Procedures Audit
Arguably, the most important item in your operation is your Operator’s Licence (O Licence); lose this and you are out of business. Are you doing everything you should in order to comply with the conditions and undertakings of your O Licence?

Contracts of Employment
The law states that every employee must be given a written set of terms and conditions within eight weeks of starting work. If you do not do this, then you are breaking the law and will find yourself at a severe disadvantage if taken to an employment tribunal. For a standard fee, your area manager will work with you to produce tailored contracts of employment.

RHA Goods Vehicle Operating Cost Tables
Costs and their influence on haulage rates are one of the most crucial aspects to consider when managing a transport business. Every year the RHA publishes interactive tables containing average costs of running a range of vehicles and information on cost rises.
“Any business regardless of size would gain great benefit from the RHA O Licence Compliance audit. The report gives cost-effective practical solutions to everyday issues which affect our business. I wouldn’t want to run my business now without the reassurance of a regular RHA audit. Time and money well spent”

Baz Barrett, Whistl

“We are predominately a European haulier so having access to a compliance service which can advise us on laws and regulations in different European countries is extremely useful. We have used the RHA auditing service, to ensure we are compliant with all our O Licence commitments”

Mark Hailwell, GBA Services

The cost tables are available for free online or from RHA regional offices, and are fully interactive. Users can input their own cost figures and see how these affect key outgoings per day, and additionally per mile.

RHA Shop
The RHA Shop has a comprehensive range of over 800 products at competitive prices. Whether you need vehicle maintenance supplies, digital downloading equipment, tachographs or safety equipment, you can order it directly from the RHA Shop by calling 01733 263434 or online by visiting: www.rhaonline.co.uk

www.rhaonline.co.uk
Save time and money with the RHA online store, which offers items from the RHA Shop, RHA Training courses, events and membership purchasing capabilities. Regular discounts are offered through our email updates, as well as sale items and bulk discount purchases.

RHA members can pay for their goods purchased from the RHA Shop via invoice, and any order over £100 qualifies for free delivery. To find out about new products, the latest industry training courses and much more, visit: www.rhaonline.co.uk
The RHA has a strong presence on social media sites including: Facebook, Twitter, LinkedIn, the RHA Blog and the association’s YouTube channel.

RHA Training
RHA Training provides a one-stop shop for all training needs throughout the UK. Courses include: Drivers’ Hours and Digital Tachographs, Operator Licence Compliance, Certificate of Professional Competence (CPC), Driver CPC, Health and Safety, Manual Handling, Customer Care, Driver Development, Daily Walkaround Checks and Safe Loading, plus many more. We are also able to work with you to create bespoke solutions for your training needs.

Our flexible approach and nationwide team of instructors allow us to offer training support at all levels to improve compliance and increase productivity.

RHA Events
The RHA organises a host of events throughout the year, both locally and nationally, beginning with the popular Commercial Vehicle Show, of which we are a show partner. This is quickly followed by the prestigious Annual Lunch which takes place in London and attracts over 400 guests. Autumn sees the ever-growing Compliance Conference and of course National Lorry Week.

The regions run free briefings where members receive industry updates including legal and compliance information.

RHA TRAINING – WHAT OUR MEMBERS SAY:

“RHA tutors are excellent. They have a real depth of knowledge and a passion for the subject which comes across in volumes. They are also willing to go the extra mile to help all candidates out with their learning. All in all very impressed – they are a credit to the RHA”

John Moran, DVSA

“Very informative training course – I now have a much better overview of the O Licence and what as a company we all need to achieve”

Elizabeth Pain, Islington Council
A unique and invaluable feature of RHA membership is the ability to join specialist groups that represent the interests of your industry sector.

**The Caravan Hauliers Group**
RHA members specialising in the transport of park homes, caravan holiday homes, caravans and boats are represented by this group.

Members’ vehicles frequently carry loads, which are wider than the vehicle itself, either under Construction and Use Regulations (C&U Regulations) or, on occasion, under the requirements of Special Types General Order (STGO). The sizes of loads dictate the group has to have a good working relationship with the abnormal loads officers of the police authorities in the areas through which they travel and the arrangement of suitable routing and escorting of the load.

The Caravan Hauliers Group undertakes regular liaison with other industry bodies in the interests of efficiency, safety and optimising service to the users of the products it carries. The group’s secretary keeps members up-to-date with matters that could affect their businesses and items of concern, such as proposed legislation, are dealt with by the Group’s committee.

**The Car Transporters Group**
The Car Transporters Group caters for RHA members specialising in the transport of motor vehicles on multi-vehicle transporters.

The Group aims to maintain and promote professional standards to ensure vehicles carried are transported safely and reach the customer in the best condition possible.

Given that its members operate specialist, technically complex equipment, the group has reason to negotiate directly with the Department for Transport (DfT) to obtain specialist acknowledgment and exemptions for the types of vehicles its members operate. Members are kept up-to-date on topics affecting their business with regular bulletins from the group’s secretary.

**The Heavy Haulage Group**
The Heavy Haulage Group was formed to look after the interests of hauliers whose main activity is the movement of abnormal indivisible loads. These are loads that are not...
permitted to be moved under the C&U Regulations due to either their physical size or weight and must operate under the STGO Regulations.

Members of the Group are kept updated with changes, road works and restrictions that could hinder the movement of certain loads at certain times. Any problems that are encountered by individual group members can be dealt with by the committee or the group secretary and, if necessary, meetings can be arranged with the police, the local authorities or the DfT to resolve the problem.

The International Group
The RHA International Group, set up in 1958, has worked hard to become the major voice for UK international haulage operators. Operations by members of the Group now cover all of Europe, North Africa and the Middle East. Group membership is open to full RHA members who operate internationally or Associate members who have an international interest.

The views of members are made known to the DfT on all matters affecting international operators. Through the RHA, the group is consulted on any proposed changes in existing legislation.

The International Group is regularly in consultation with Customs, UK Border Agency and other government bodies seeking advice on trade facilitation. It also maintains a regular working contact with the International Road Transport Union (IRU) in both Geneva and Brussels, and with the European Commission (EC) in Brussels.

Each month members receive the International Bulletin by email, which lists information and advice on a wide variety
of subjects relevant to international operations. Special news flashes are sent out by email in the event of crises, such as delays at frontiers or internal blockades.

The Livestock and Milk Hauliers Group
Membership of the Livestock and Milk Hauliers Group is open to those hauliers specialising in the carriage of livestock or dairy products. Specialist RHA Conditions of Carriage, which have become the industry standard, are available for livestock transport, as are Conditions for the Carriage of Bulk Liquids for milk carriers.

The Group communicates with the government, its agencies and other representative trade bodies, including the Agricultural Industries Confederation (AIC), National Farmers Union (NFU), Department for Environment, Food & Rural Affairs (DEFRA) and has an active voice within Europe via European Livestock Transport (ELT) and the International Road Transport Union Ad-Hoc Working Group on Live Animal Transport, with the objective of improving animal welfare regulation standards throughout the EU.

The National Agricultural, Foods and Tipping Group
The National Agricultural, Foods and Tipping Group looks after the interests of those hauliers who transport goods of an agricultural or food-based nature and members involved in aggregate and quarrying, whose goods are generally carried in tipper vehicles.
The group covers the food chain from field to plate, as well as the construction and civil engineering sector, and aims to provide help and advice to members who need it.

The Tanker Group
The Tanker Group is open to hauliers specialising in the bulk carriage of liquids, powders and gases for hire-or-reward, in road tanks or tank containers. The Group represents the sector at a range of government meetings and industry bodies concerned with developments in regulations, vehicle equipment specifications, vehicle design and construction, and the safe carriage of liquids, powders and gases in bulk quantities.

Recent Group work has included agreeing a code of practice with the Health and Safety Executive (HSE) for tank top access, the updating of the RHA Special Conditions for the Carriage of Bulk Liquids, Powders and Gases, and the instigation of an internal incident report scheme.

The RHA’s Specialist Groups and Forums

Representation within key bodies and the government

The tanker group allows sharing of industry issues and a lobbying voice for tanker specialists such as Clugston Distribution. In the last year the tanker group membership has allowed Clugston to become actively involved in the national safe load pass committee for petroleum hauliers alongside the RHA

David Heath, Clugston Distribution

“The regular meetings of the Waste Group allow us to keep up to date with Duty of Legislation and best practise, whilst the Dangerous Goods support means that I always have a competent and professional second opinion when attempting to navigate the ADR regulations”

Jay Laverick, Hargreaves Logistics
Transport, Warehousing and Distribution Group
RHA members actively involved in transport, warehousing and distribution and those whose operation is a clearing house that has been in business for at least two years are eligible to join this group.

The primary objective of the Transport, Warehousing and Distribution Group is to foster a spirit of co-operation between its members while maintaining competition. It also offers assistance to fellow members in terms of services and facilities, such as refuelling, recovery, workshops, tyre changing and parking.

The Group aims to maintain and promote professional standards by holding regular seminars and training courses.

The Waste Management Group
Membership of the Waste Management Group is open to all RHA members engaged in the carriage of waste by road and/or the disposal of waste.

The group provides members with information and advice relevant to regulations originating from the Environmental Protection Act 1990, proposals for European Union (EU) directives and waste management industry procedures for improving efficiency and safety during the collection, transport and discharge of wastes and effluents for disposal at licensed sites.

A newsletter is issued quarterly to members identifying areas of interest and importance to operators involved in the management of waste. The group also issues the RHA Conditions of Hire of Builders’ Skips, which are available free to RHA members.

The Training Strategy Forum
The Forum steers training and development among transport managers in the industry. Recent focuses include transformation of DCPC training into Continued Professional Development (CPD) for drivers, and spearheading the industry’s ‘Trailblazers’ driver apprenticeship scheme.

The Security Forum
This Forum brings together hauliers, insurers and law enforcement agencies to provide an intelligence-led approach to tackling serious and organised crime. The Forum promotes data sharing as a means of boosting awareness of crime trends and possible risks to business.

The RHA Benevolent Fund

Providing help and support for members in their time of need

The Road Haulage Association Benevolent Fund (a registered charity) was established to help people in need connected with the Association. This includes current members and former members of the RHA, their employees and former employees, and their dependants.

The assets of the fund are held in trust by elected trustees drawn from the RHA’s board of directors, the Association’s regional councils and representatives from member companies. The fund is administered by the Benevolent Fund secretary from the RHA’s head office in Peterborough.

The Benevolent Fund’s registered charity number is 1082820.
RHA Legal Services
RHA Legal Services provides comprehensive advice, support and representation through its suitably qualified and industry specific lawyers. If members require immediate legal assistance, their case will be referred to a dedicated lawyer who will help make the right decisions when the pressure is on.

RHA Fuel Card Services
With fuel remaining one of the largest costs associated with haulage businesses, it is important to stay in control of your purchases in this area, and reduce expenditure wherever possible. The RHA Fuelcard will offer you a consistently competitive fuel price at refuelling outlets across the UK.

RHA Analysis
RHA Analysis offers tachograph analysis solutions for all fleet sizes and sectors. The system offers a fully web-based and automated tachograph analysis reporting system, which is used by many of the leading transport providers to manage their compliance and analysis requirements.

It delivers a modern way of working for transport offices, with powerful KPI, exception-based reporting across multiple depots, drivers and vehicles. Reports can be automatically emailed to any transport manager or multiple users, to suit any fleet size.

The scheme has no hidden costs, with free analogue data entry, vehicle unit downloads, secure data storage, and upgrades and support.

FR8 Haulage insurance
FR8 Insurance is the official insurance and risk management service of the RHA, developed in collaboration with Aviva and Griffiths & Armour. It provides member organisations with competitive, industry leading insurance and risk management solutions for the transport, haulage and logistics industry.

RHA Vehicle Inspection
With the RHA’s Vehicle Inspection service, an independent engineer can visit your premises to carry out additional vehicle inspections and ensure compliance with your O Licence obligations is being met. The service also checks that your existing provider meets the required standard by offering an inspection at agreed intervals throughout the year.

The RHA also offers a range of additional inspection processes including vehicle pre-purchase, end of lease, component failure and accident damage assessments.

RHA Rescue
RHA Rescue provides an efficient and flexible service which is available 24 hours a day, 365 days a year for all types of vehicles including motorbikes, cars, commercial vehicles, trailers and ancillary equipment.

RHA Health & Safety
The RHA is pleased to be able to offer safety support services in conjunction with our partner, who are specialist industry specific health and safety consultants.
“A particular service that needs mentioning is the RHA’s legal services which are second to none. We think the RHA makes the industry more professional and adds a strong credibility to its members”
David Bratt, David Bratt & Sons (Haulage) Ltd

“We have been a member of RHA for several years now and find the support that membership brings invaluable. We regularly use the advice and legal services as well as training and RHA shop, all of which offer a very professional and efficient service”
John Exley, CKN Holdings Ltd

“Aviva’s strategy on haulage is to work in collaboration with commercial fleet operators within the UK who are focused upon implementing the highest standards of risk management and industry best practise”
Jonathan T Smith, UK&I GI

“We recently switched to RHA Tacho Analysis and found the service to be more cost effective and intuitive than our previous supplier”
Dave Watt, Laser Transport International

“We have used the Vehicle Inspection service provided by the RHA to randomly inspect our mixed fleet of 6x2 tractor units and tri-axle trailers. The service is cost effective, useful and reliable. I would not hesitate in recommending to other operators”
Mark Jackson, Pollock (Scotrans) Ltd
HGVs in the UK shifted **1.63 billion** tonnes of goods last year – that’s the equivalent of 9.5 million adult blue whales.

Approximately **60%** of UK road freight is food related.

There are only ever **48 hours** worth of fresh produce (meat, vegetable & milk) in the supply chain – the network that moves goods from start to finish.

Every year we move **333 million** tonnes of food across the UK, generating **41.5 billion** tonne-kilometres of transport.

85% of goods moved in the UK are transported by HGV, that’s to say a vehicle that weights over **3.5 tonnes**.

The goods delivered to a supermarket on a fully loaded **44** tonne truck are equivalent to **300** car journeys moving the same amount of goods out of the store.

THE UK logistics sector employs **2.3 million** people.

Logistics contributes over **£96bn** annually to the UK economy.