



EXAMINER

| ISSUE24 |

20 years of CFTS
Celebrating **two decades** as the industry standard



> Message from the team

It's been a busy few months at CFTS, and we're excited to share some major developments.

Simon Gribble has joined us as the Technical Manager for the Central Region. He brings a wealth of hands-on expertise from his four decades in materials handling, which means even more tailored support for you, our members. This change reflects the demand we're seeing — more companies are choosing CFTS accreditation, pushing industry standards higher.

Together, we're out on the road conducting audits, sharing best practices, and ensuring members have the guidance they need.

We're also gearing up for LAMMA 2025, where we'll be looking to spread the message wider in the agricultural sector. The more areas we can promote CFTS as the benchmark, the more safety levels are raised across the board

And we'll be giving visitors a first look at the CFTS app — but more on that in a bit...

Best regards,

The CFTS Team



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> Out and about



Inverness



Brooklands motor circuit



Inverness



Inverness



Newlands Corner (Guildford, Surrey)



> LAMMA 2025

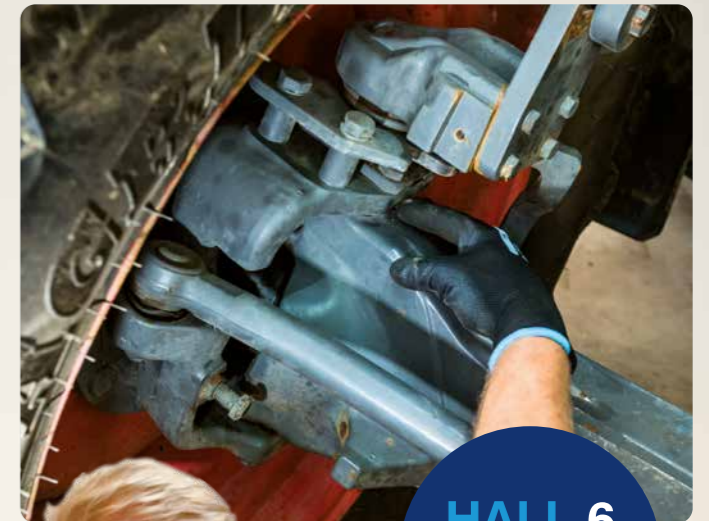
The CFTS team is going to be at LAMMA 2025, the UK's leading agricultural machinery event. On January 15–16 you'll find us in Hall 6, Stand 120 at the NEC Birmingham. This is the perfect opportunity to connect with the CFTS team, explore the latest updates in Thorough Examination standards, and see how we're working to support both you and your customers in the agricultural sector.

At the stand, you'll be able to:

- Get insights into how CFTS is raising industry awareness around the safety of farm equipment like telehandlers, forklifts, and tractors.
- Access materials designed to help you communicate the benefits of CFTS standards.
- Learn about how CFTS accreditation is shaping the future of equipment inspections.
- Discuss your challenges and experiences directly with our team and explore how we can further support you.

If you're going and would like a more in-depth talk with one of the team, drop the office a line on technical@thoroughexamination.org and book a slot.

Find out more or book a free show ticket at www.lammashow.com



**HALL 6
STAND
120**



> CFTS App

The wait is nearly over — early next year we'll be able to give members a glimpse of the new CFTS app, set to transform how our members manage Thorough Examinations. Built for ultimate flexibility, the app works seamlessly whether you're using paper packs or software like Protean or Key. And for agricultural members using Ibcos Gold (which doesn't support TEs), it's a great step forward.

Why the app matters

The CFTS app is built to streamline your processes, giving you the tools you need to stay ahead.

Here's how it will help:

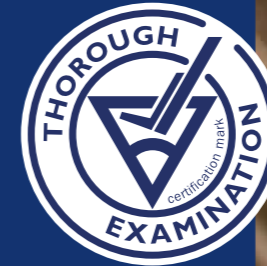
- **Improving the inspection process:** Tailored checklists for a wide range of equipment ensure every examination is thorough and precise. Instead of the basic three, you'll have at least ten tailored checklists for everything from heavy machinery to attachments, with more on the way.
- **Smart tracking and reporting:** Get a traffic light status for each completed TE, email reports directly to end users, and allow them to download their own copies.
- **More efficient:** Create, complete, and share TEs in real time.

- **Work offline, attach photos:** Whether you're connected or not, the app lets you create and complete TEs, including photos to document condition.
- **Real-time access:** Competent persons can instantly download or create TEs on their devices, keeping your team connected wherever they are.
- **Full compliance:** As a CFTS-accredited member, the app helps you stay compliant across all inspections, giving you peace of mind that you're meeting industry standards.



Why being independent matters

Unlike other providers, the CFTS app will be truly independent and developed with your accreditation needs in mind. Many other solutions might not offer the credibility or compliance guaranteed by CFTS standards. With our app, you know you're upholding the industry's leading marque — trusted by professionals and recognised across sectors.



And **Phase 1** is just the beginning — our goal is to provide a practical, cost-effective solution to help you leave paper behind. And, as members embrace digital, we've seen more comprehensive exams across all equipment, not just the big machines.

Phase 2 promises even more powerful tools to streamline your work and keep your inspections running smoothly. **Get ready to enter a new era in CFTS Thorough Examinations.**



> A warm welcome to our most recently accredited CFTS members

- Alex Mather Ltd, Dumbarton
- Cumming Plant & Services Ltd, Fraserburgh
- Calibration & Consultancy Services (UK) Ltd, Leigh
- STS Consultancy & Training Ltd, Keady
- All Makes Mechanical Ltd, Bulkington
- Reliable Forklift Services Limited, New Milton
- JW Mechanical & Plant Services Ltd, Carlisle
- Caledonia Forklifts Ltd, Cumbernauld
- A Woods Agricultural Ltd, Holbeach
- Wight Forklift Services, East Cowes
- DTM Forklift Trucks Ltd, Bradford
- L Witcomb Agriculture, Melton Mowbray
- D&C Forklift Trucks, Kilrea
- RJ Mobile Servicing, Killygordon
- Stubbings Bros Ltd, Ventnor
- H & R Gray Haulage Ltd, Throsk
- JN Plant Services, Carlisle
- Digger Parts Direct Ltd, Poole
- J M Coles Ltd, Weston Super Mare
- Eagle Eye Inspections, Didcot
- DMJ Drainage Ltd, Theddlethorpe
- Plant-Tech Ltd, Whitchurch

> Upcoming training

- Aldridge, WS9 8ER
21st, 22nd, 23rd January 2025
- Exeter, EX5 1FG
28th, 29th, 30th January 2025
- Kent, ME5 8RZ
11th, 12th, 13th February 2025
- Leeds, LS12 5JB
18th, 19th, 20th February 2025
- Hereford, HR2 6LA
18th, 19th, 20th February 2025
- Basingstoke, RG24 8PD
11th, 12th, 13th March 2025
(13th - scheme manager course)
- Northampton, NN4 7BQ
18th, 19th, 20th March 2025

> 20 years of CFTS

For 20 years, CFTS has stood as a symbol of safety, consistency, and excellence in Thorough Examinations. From its origins as a joint initiative between BITA and the FLTA, CFTS was created to address inspection challenges faced across the industry.

This milestone is not just a celebration of two decades of progress but a testament to the dedication of CFTS members who have worked tirelessly to uphold these rigorous standards. Your commitment has been instrumental in transforming CFTS into the gold standard for Thorough Examinations, providing businesses with the confidence that they are operating safely.

As we reflect on this journey and look toward the future, we celebrate the vital role you play in building a safer industry for everyone.

In the early 2000s, the forklift industry faced a patchwork of varied standards. Different places followed different safety regulations that were well-intentioned but inconsistent. But every company operating lift trucks, from warehouses to agricultural sites, had a legal requirement for Thorough Examinations.

Yet, despite the mandates of LOLER 98 and PUWER 98, there was little consistency in how examinations were performed across the industry. Many inspections focused narrowly on lifting mechanisms, leaving essential components — e.g. brakes, counterbalances, and tyres — untouched. For companies relying on fully functional equipment to meet tight deadlines and stringent safety standards, this lack of consistency came with too many risks.

"It became obvious that safety legislation was an increasingly important factor when looking at provision and supply of forklift trucks," notes **John Chappell, former CFTS Chairman.** *"One of the most important mandatory aspects of maintenance records was the Annual Inspection, which was often performed*

by insurer-employed engineers, a practice both costly and inconsistent due to variable tolerances in chain testing.

Annual inspections required chain test certificates but were also required to signal whether the correct EU stampings were on equipment. These stampings, however, could be purchased over the internet and applied to equipment that was not necessarily certified correctly."

Recognising this huge gap in standards, the British Industrial Truck Association (BITA) and the Fork Lift Truck Association (FLTA) joined forces to establish a unified inspection standard: CFTS. This partnership was no small feat — two major, often competing, industry bodies had to reach a consensus on inspection practices. Their shared goal, however, was stronger than their differences: creating a standard that would address safety comprehensively

"The main initial challenge was to get the two organisations to trust one another," Chappell recalls. *"They had a history of some antagonism between 'manufacturers' and 'importers.' However, incoming Chairmen, who hadn't been directly involved in past disputes, were open to finding solutions to the industry's current and future issues."*

Once collaboration was established, then came the issue of how to best create a standard.

Former **FLTA CEO David Ellison** recalls the situation: *"At the time we were left with an overwhelming impression from both inspection companies and end users — there was general confusion between the requirements of LOLER 98 and PUWER 98. Both fairly new regulations at the time and the full scope of what was needed simply hadn't reached the wider industry."*

LOLER 98 covered specialised lifting aspects, while PUWER 98 focused on the mechanical safety of equipment, similar to an MoT.



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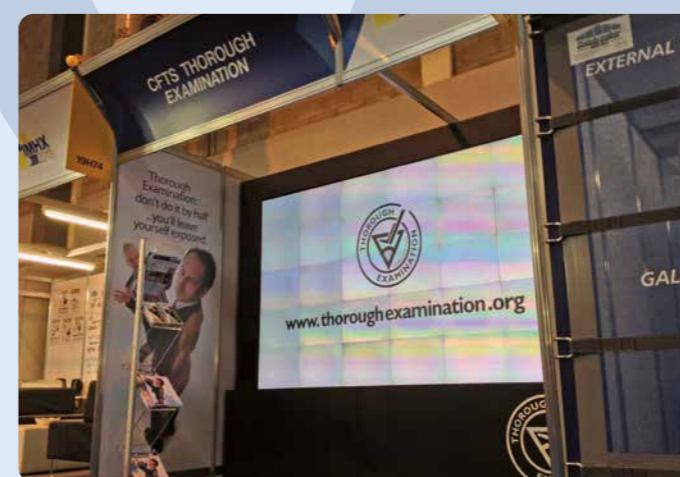


“It became obvious that safety legislation was an increasingly important factor when looking at provision and supply of forklift trucks”



As CFTS members, you are part of a network delivering rigorous, trustworthy inspections that uphold safety across industries where dependable equipment is paramount — from construction to agriculture, logistics, and beyond. This is not only a valuable service for your customers but also an essential pillar in building a safer and more consistent industry

Your role as a CFTS member goes beyond conducting inspections; it's about actively educating clients on what the CFTS mark represents. Each time you explain the importance of a full-truck examination, you help build client awareness and confidence in the standards that protect their operations. This client trust not only strengthens individual relationships but also reinforces CFTS industry reputation as a mark of thorough, reliable safety.



> 20 years of CFTS

Rather than a “bare minimum” inspection, CFTS introduced a comprehensive approach, covering every element critical to safe and efficient operation, from lifting chains to steering systems. This full-spectrum approach means that anyone conducting inspections as a CFTS-accredited company delivers the highest safety standards and helping customers maintain compliance without question.

From the very start, CFTS attracted members who were eager to provide their clients with a truly reliable inspection process. Brindley Lift Truck Services was the very first company to join CFTS, and, 20 years on, they remain accredited. As **Brindley’s Director — and later CFTS Chairman — Richard Hayes**, explains, “*We truly believe the customer is in a much better place when they have a certificate with the CFTS logo on it.*” This commitment to a higher standard brought clarity to inspections and greater peace of mind for customers across sectors.

Since its inception, CFTS inspections have steadily grown from a vital solution to a widespread, trusted benchmark. Following the foundational work in creating the standard, CFTS introduced the certification mark — a visible assurance that a lift truck has been rigorously inspected to meet CFTS requirements.

As **Technical Manager Matthew Kennedy** notes, “*When I joined CFTS around 8 years ago, we had just over 400 members. Today, there are over 800 locations across the country where users can get a CFTS Thorough Examination.*” This expansive reach has made the CFTS mark the national standard for Thorough Examinations, promoting a safer,

more reliable materials handling industry — a legacy achieved through the dedication and expertise of its members.

As CFTS celebrates its 20th anniversary, we’re looking ahead to anticipate the evolving needs of the materials handling industry.

Today’s equipment isn’t the same as when CFTS began. It often includes sophisticated electronic systems and attachments that require careful, updated inspection techniques. The evolving CFTS standards ensure that accredited examinations remain comprehensive and robust, supporting members in staying ahead of regulatory expectations and industry trends.

“*CFTS has always been about raising standards across the industry. That commitment has never changed, and will never change,*” adds **Technical Manager Adrian White**.

“*What we started 20 years ago continues to develop as the industry develops. And every CFTS member has played a part. By delivering Thorough Examinations that go above and beyond, you’ve helped create safer workplaces around the country.*”

Regular refresher courses, specialist workshops, and targeted events are all part of CFTS’ strategy to support members’ growth. Additionally, CFTS remains engaged with industry partners and regulatory bodies, advocating for high standards



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that protect businesses and operators alike. By staying aligned with industry shifts and investing in member development, CFTS reinforces its role as an enduring partner in safety and compliance.

This forward-thinking approach ensures that CFTS members are not only prepared for today’s challenges but are also positioned to meet tomorrow’s safety and compliance needs with confidence.

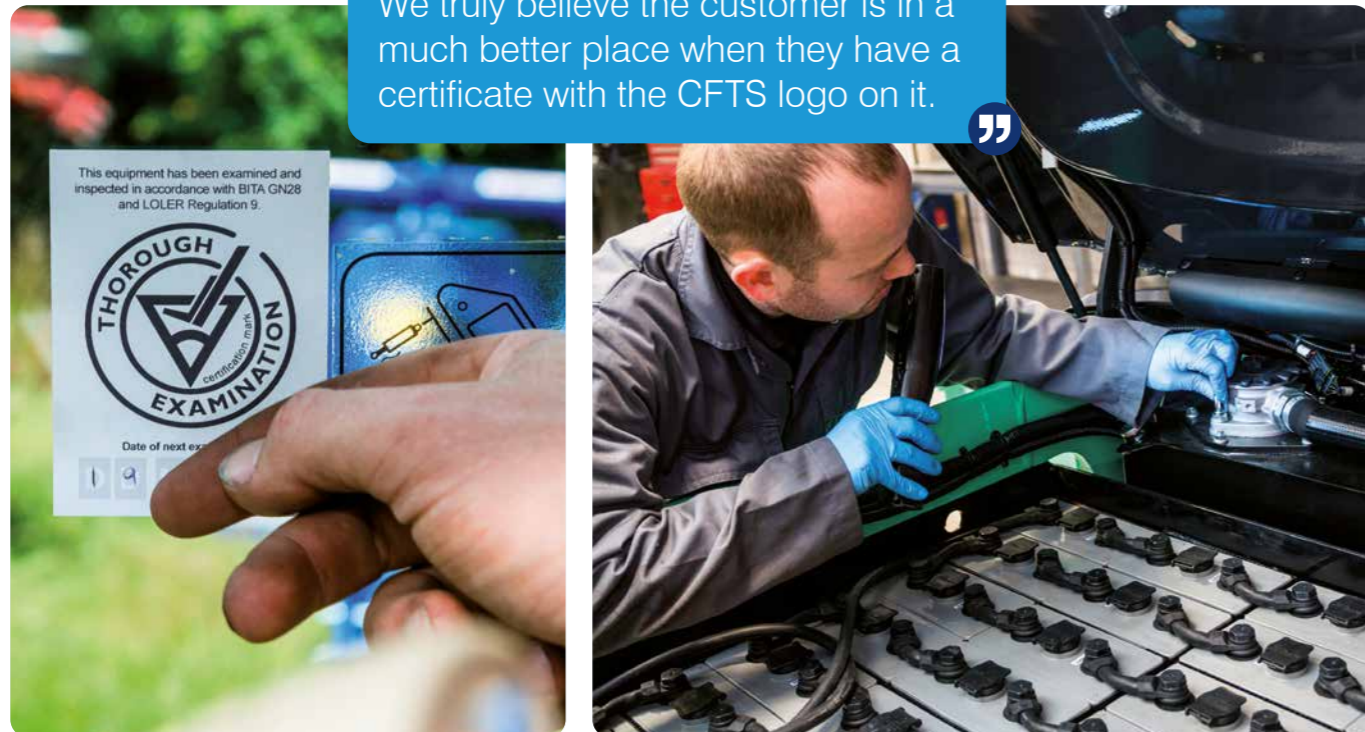
So, while we mark these two decades of progress and high standards, we extend our deepest gratitude to each member who had helped make this possible. Your dedication to upholding CFTS standards has been instrumental in building not only a safer industry, but also a trusted reputation for all CFTS-accredited companies across the UK. Through your commitment to quality, you’ve built a foundation of trust with clients that continues to drive the value of the CFTS mark.

Looking forward, we invite you to reflect on the impact of your contributions and consider the exciting potential of the next 20 years. Whether you joined in 2004 or are a new member this year, together we can continue to raise the bar in materials handling safety and reinforce the mark as a symbol of reliability, professionalism, and safety.



Here’s to the next chapter
A future shaped by our shared commitment to excellence, industry leadership, and the ongoing success of CFTS and its members.

“We truly believe the customer is in a much better place when they have a certificate with the CFTS logo on it.”



> Non-approved software

As a CFTS member, your commitment to maintaining the highest standard for Thorough Examination sets you apart. We’re aware that some members have been approached by a non-approved supplier offering a digital solution for Thorough Examination, but we want to ensure you have all the facts before making any decisions.

Here’s what you need to know:

No connection to CFTS: This offer is not affiliated with CFTS and does not align with the national standard we represent.

Not accredited: The supplier is not an accredited body, which means their solution does not meet the rigorous standards you adhere to as a CFTS member.

Potential risks: Non-accredited solutions could put your business and reputation at risk by compromising the quality and trust your customers expect from a CFTS-standard Thorough Examination. Using non-approved software providers could ultimately jeopardise your CFTS membership

At CFTS, we are continually working to support our members. That’s why we’re developing the official CFTS app to provide the digital tools you need to maintain your exceptional service and compliance.

Your success and the integrity of the CFTS standard are our priorities.

If you have any questions or doubts about the offers you’re receiving, we encourage you to reach out to your local LOLER Specialist — our technical managers Adrian, Matthew, and Simon. They are always available to provide guidance and support.

> HSE issues reminder of requirement to report serious defects

Under LOLER Regulation 10(1)(c), “serious defects” that could imminently endanger users must be reported to the enforcing authority. This requirement is clear and non-negotiable, yet many still underestimate its significance. Recent HSE guidance reminds us that failing to report such defects doesn’t just sidestep compliance — it potentially endangers lives.



Reporting serious defects: what the law demands

Regulation 10(1)(c) under LOLER isn’t just another line of legalese; it’s a crucial requirement. According to this regulation, if a serious defect is identified during a thorough examination, it must be reported to the relevant enforcing authority. This applies to any defect where failure would lead to a risk of severe personal injury. HSE provides examples: structural damage to masts, excessively worn forks, and compromised load-bearing components. When such faults are discovered, reporting is not just a suggestion — it’s a legal obligation.

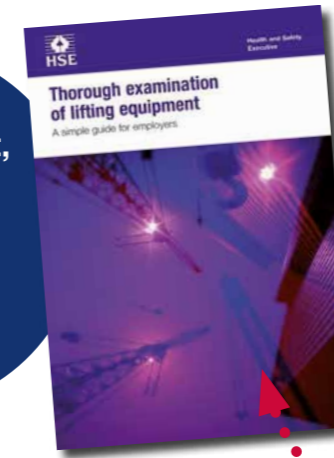
Importantly, this requirement comes into play only if there’s a likelihood the defect could cause injury if the equipment is used again in its current state. This means it’s essential to accurately assess the severity and timing of the risk associated with each fault. If a fault could lead to an imminent breakdown or hazard, it’s time to report.

Examination vs. maintenance: why separation matters

One of the key parts of the HSE statement is the emphasis on keeping thorough examinations and maintenance or repair tasks separate. This distinction isn’t about undermining an examiner’s ability; it’s about adding an essential layer of impartiality to the process.

According to the Approved Code of Practice (L113), the same person shouldn’t normally perform both maintenance and examination on the same equipment. Why? Because when you examine your own work, there’s a natural risk of overlooking issues. HSE recommends a risk assessment if the same individual needs to conduct both tasks. This document should demonstrate why this choice was made, how risks were mitigated, and provide evidence that the person is suitably qualified and independent to the required extent.

When in doubt, consult HSE guidance documents like the leaflet INDG422



Why reporting matters beyond compliance

The HSE doesn’t necessarily inspect every reported defect, nor does it intend to. But each report plays a crucial role in the bigger picture of safety oversight. Reports submitted by Competent Persons are pooled into HSE’s diagnostic systems, forming a broader understanding of industry safety trends. This collective data informs national safety protocols, enabling HSE to pinpoint common issues and address them proactively across the industry. Every report, then, becomes part of a national effort to reduce risks for everyone in materials handling.

For CFTS members, this should reinforce one message: reporting isn’t just about ticking boxes; it’s about contributing to a safer working environment across the board.

Action Steps for CFTS Members

Knowing what’s required is one thing. Acting on it is another. Here are some specific actions CFTS members can take to ensure they’re meeting (and exceeding) these guidelines:

- 1. Understand the risk thresholds:** Familiarise yourself with LOLER Regulation 10(1)(c) to clearly identify what qualifies as a “serious defect.” Knowing when a defect crosses into a “must-report” zone is crucial. When in doubt, consult HSE guidance documents like the leaflet INDG422, which explains examination requirements in clear terms.
- 2. Document every step and stay transparent:** Make comprehensive notes of each examination process and ensure records are clear and accessible. If you identify a serious defect, log it meticulously, even if it’s remedied on the spot. HSE guidance discourages ignoring defects that are quickly fixed; the act of reporting is essential to document the initial risk.
- 3. Ensure separation of duties:** When possible, keep your examination and maintenance teams separate. If this isn’t feasible, conduct a risk assessment to confirm why the same person is handling both roles and ensure this decision is well-documented.
- 4. Use HSE’s online reporting tools:** Reporting serious defects to HSE is a straightforward process thanks to their online platform. Bookmark the reporting page (www.hse.gov.uk/contact/tell-us-about-a-health-and-safety-issue.htm) and make it accessible to all examiners and managers involved in the reporting process.
- 5. Keep learning and stay informed:** Regulations evolve, and so does the best practice around them. Regularly review resources from the HSE website and stay connected with CFTS updates to ensure you’re aligned with current expectations.



List of local HSE offices and email addresses



Regularly review resources from the HSE website and stay connected

➤ Make the most of your membership

In the Members' Area of the CFTS website, you'll find a host of resources designed to help you get the best from your CFTS accreditation.

Simply log in using your credentials and you'll be able to:

- Update your company's details, such as adding new depots
- Order Thorough Examination packs
- Download printable versions of the popular interactive guides which spell out the differences between CFTS and other inspection providers.
- Find assets, including logos, email templates and images, for upcoming promotions
- Print your own quotation document using our free template
- Download customer Thorough Examination reminder templates
- Read previous editions of the Examiner
- Learn more about CFTS electronic documentation from Protean
- View our latest videos



If you are unable to log in, please contact Amanda (see below for details) for assistance.

Board members

GEOFF MARTIN

Chairman of CFTS

ROB FISHER

Chief Executive, UKMHA

DEREK MARTIN

Champion Forklifts

MIKE KNOWLES

Crown Lift Trucks

DAVID GOSS

Technical Manager, UKMHA

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Invoices / general CFTS administration

Invoice queries should be directed to Consolidated Fork Truck Services.

For enquiries contact **AMANDA COOK**:

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Thank you for reading this issue of the Examiner. If you please scan the QR code, you can let us know that you have read the issue and will be entered into a draw to win £100 of vouchers.