



Ireland

# PassengerSafe Standard

The Code



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The PassengerSafe Code represents the current minimum best practice standards required to ensure the safe operation of passenger fleets regardless of fleet size or their industry sector.

## Audit process

Signatories agree to undertake an annual audit of their compliance with the code. The initial audit will take place within 90 days of their admittance to the scheme.

Should they fail to reach the standards required they will be provided with feedback and given the option to undertake a chargeable re-audit of the non-compliant items within a further 90 days.

If this re-audit is also unsuccessful, signatories will have an option to apply for a further final re-audit of the non-compliant items within a further 90 days.

Until such time as a signatory has reached the required standards they will be held as a probationary member and are not able to display the code logos, although they may refer to themselves as probationary members.

Signatories will be re-audited on an annual basis no more than 90 days following the anniversary of their admittance into the scheme as probationers.

## 1 Vehicle and equipment maintenance

### Pre-use defect checks

Operators undertake to ensure all vehicles in their operation are roadworthy and specifically require the completion of pre-use checks. Drivers must be trained to carry out these checks. Drivers must record any identified defects. Defects must be assessed by a competent person and, where required, appropriate rectification work carried out.

### Maintenance cycles

Operators undertake to assess, plan and perform the appropriate maintenance cycles for their vehicles and ancillary equipment in light of operational demands and manufacturer's recommendations. Operators will also undertake to plan vehicle and ancillary equipment use to accommodate these requirements.

## 2 Safe working environment

### Risk analysis

Operators must ensure that the use of vehicles, associated equipment and working practices have been subject to a documented risk analysis.

## Driver and passenger protection

Operators must have identified appropriate driver and passenger protective equipment/vehicle specification including consideration for passenger restraint equipment.

## Speed limiting

Operators must ensure that vehicle speeds are effectively controlled by the use of speed limiters (set to no more than 100kph) or contextual speed monitoring.

## 3 **Vehicle standards**

### Vehicle appearance

Operators must be able to demonstrate a system that requires their vehicles to be kept clean and tidy.

### Vehicle taxation

Operators must be able to demonstrate a system to ensure vehicles are taxed correctly.

### Vehicle insurance

Operators must be able to demonstrate a system to ensure vehicles are correctly insured.

### Annual testing

Operators must be able to demonstrate a system to ensure vehicles have a current and valid Commercial Vehicle Roadworthiness Test certificate where applicable and for all LPSVs used for hire and reward a PSV Licence.

## 4 **Driver licensing and competence**

### Licence validity

Operators must have a system to ensure drivers are appropriately licensed to the minimum legal standard at all times. The system must include provision for licence checking and driver declarations. Checking must be performed by a competent person.

### Fitness to drive

Operators must ensure that they have systems requiring drivers to inform them of any changes to their continuing entitlement to drive.

Operators must also be able to demonstrate they require drivers to be fit for their duties and not under the influence of drink or drugs (including prescription or over the counter pharmaceuticals).

### Driver induction

Operators must ensure drivers receive an appropriate and relevant induction to the operator and their role, and records are retained for at least the duration of the driver's employment.

### Driver audit

Operators must ensure that all new drivers undergo a driving audit relevant to their role in a vehicle similar to that used in the

driver's duties. The audit should be carried out by a competent person and records retained for at least the duration of the driver's employment.

### Driver training

Operators must have a system to ensure drivers receive training as required by changing their job role or as indicated by ongoing audit or in light of other evidence, eg accidents, prosecutions, complaints etc.

### Driver competence

Driver entitlement to drive and Driver CPC requirements (initial and periodic) must be appropriately checked prior to and throughout employment. CPC modules are completed in order as defined by the RSA and are limited to one day courses every year.

### Road traffic rules

The operator must have a process in place to identify and log incidents where drivers have failed to comply with road traffic rules and customer complaints.

### Driver fatigue management

Work patterns must be scheduled to ensure the drivers' hours and working time rules are observed. No payments must be given to drivers that encourage breaches of drivers' hours and working time rules, speed limits or passenger numbers.

Operators must demonstrate that they retain Working Time records for 3 years after the current reference period and Tachograph records for 12 months; operators must ensure that they upload data from driver cards at intervals not exceeding 28 days and download data from Vehicle Units at intervals not exceeding 90 days and monitor drivers' records.

## 5 **Road Passenger Transport Operator Licensing**

### Road Passenger Transport Operator Licensing

Operators must, where appropriate, have a road passenger operators license except where the operator does not transport passengers for hire or reward. Hire or reward is when the operator moves passengers in exchange for money or any other type of reward.

## 6 **Professional competence**

### Internal transport manager

Every operator must designate at least one transport manager who, alone or jointly, effectively and continuously manages the transport activities of the undertaking. This manager must have a genuine link to the undertaking (such as being an employee, director, owner or shareholder). Alternatively, operators may appoint an external transport manager.

### External transport manager

Where an operator does not designate an internal transport manager, it must designate at least one person who has a contract with the undertaking specifying the tasks to be performed in an effective and continuous basis and indicating

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their responsibilities as a transport manager. The tasks to be specified shall, in particular, include those relating to vehicle maintenance management, verification of transport contracts and documents, basic accounting, the assignment of loads and services to drivers and vehicles, and verification of safety procedures. An external transport manager may not manage the transport activities of more than four undertakings, which must not have a combined maximum fleet of more than 50 vehicles. They must perform their specified tasks solely in the interests of the undertaking and exercise their responsibilities independently of any transport customers.

## 7 Customer Care

### Clean and tidy vehicles

Organisations must demonstrate that their vehicles are required to be kept clean and tidy.

### Drivers trained in caring for customers, including customers with special needs

Where applicable drivers should have the appropriate training in dealing with customers needs in particular those with special needs.

### Drivers trained in the use of securing systems/seatbelt regarding the transport of wheelchairs on a PSV?

Where such systems are fitted drivers must be provided with training on their appropriate use.

### Driver dress code

Does the operator have a dress code in place

### Customer complaints

Drivers should have formal training in the companies customer complaints procedures and how to deal with complaints.

### Breakdowns, accidents, and incidents

Documented procedures for actions to be taken in the event of a breakdown, accident, or incident should be in place and training or notification provided to drivers on how these are to be actioned.

### Unattended vehicles/vehicle security

The company should have in place a policy on leaving vehicles unattended or security of vehicles where the driver is not in attendance.

## 8 Sustainable operations

Operators must have an environmental policy in place that commits to reducing the carbon emissions produced by their transport operations. The policy must apply to the whole of the organisation and not be limited to just one location.

### Fuel manager

The operation should have a fuel manager or coordinator appointed to manage fuel consumption.

### Activity over energy consumption

Operators must demonstrate they have a system in place to capture odometer readings and report fuel usage in L/100km for (at least) passenger service vehicles carrying 8 or more passengers not including the driver on a weekly basis to support quarterly reports.

### Benchmarking fuel consumption

The operator should be able to supply evidence of the fuel usage benchmarking process and any KPI's in place. These plans should be timed and measurable and reviewed annually.

### Energy and fuel savings communications

Operators should have in place a system of discussing and bringing to the attention of fuel saving measures with staff.

### Energy consumption

Operators must have a system in place to continuously improve their energy consumption. This should take the form of an action plan which is timed, monitored measurable and reviewed annually.

## 9 Contractor and agency management

### Contracted transport

Where contracted transport is used systems must be in place to ensure transport sub-contractors meet basic minimum legal obligations. This must include, but is not limited to, checking that an operator's licence and relevant insurance is held.

### Use of agencies

Operators must demonstrate that they have system in place to ensure agencies that supply temporary drivers to them meet basic minimum legal standards. This must include, but is not limited to, working time legislation monitoring and compliance, identity checks, together with driver licence and Driver CPC checks.

## 10 Health and safety

### Safety Statement

A documented Safety Statement must be in place that is made accessible to all permanent and temporary staff, and visitors to the site.

### Risk assessments

Documented risk assessments must be undertaken and, where appropriate, mitigating action taken in relation to interaction in and around vehicles.

Employers are required to do all that is reasonably practicable to minimize the risk of injury or damage to the safety and health of their employees.

### Communication

New employees must be made aware of the Safety Statement when they start work and the relevant contents of the Safety

Statement been brought to the attention of all employees and others affected at least annually, and whenever it is revised.

## Safety Statement updates

The Safety Statement should be revised periodically, at least annually, and whenever significant changes take place, or when risk assessments are carried out and improvements are made that have an impact on safety and health. Such changes may include changes in the way work is being carried out, the introduction of new work activities, changes in the organizational structure due to redundancies and to available manpower etc.

## Health and safety performance

Companies should have a system in place to monitor their health and safety performance. There are two types of monitoring:

Active monitoring (before things go wrong). The employer needs to carry out routine inspections and checks to see that standards are being maintained. Are the objectives and standards that were set being achieved? Are they effective?

Reactive monitoring (after things go wrong). Investigating injuries, cases of illness, bullying complaints, property damage and near misses – specifying in each case why performance was sub-standard.

## COVID-19

Employers are required to do all that is reasonably practicable to minimize the risk of contracting COVID-19 in the workplace. They must have carried out COVID-19 induction training even if the staff have been working throughout the pandemic.

## COVID-19 response plan

Companies are required to have a written COVID-19 response plan in place.

## Worker representative

The governments **Return to work safety protocol** requires companies to nominate and train a worker representative who has duties in relation to the spread of covid-19 and the relaying of staff concerns to management.

## COVID-19 control measures

All companies are required to put in place control measures to mitigate against the spread of COVID-19 in the workplace.

## Contact logging

Companies are required to gather contact tracing information in relation to their own staff and visitors to their site.