



Ireland

PassengerSafe Standard



Contents

Introduction.....	3
PassengerSafe Standard.....	3
PassengerSafe standard levels.....	4
Overview of audit process.....	6
Audit contents	8
Fatigue and drivers' hours.....	8
Roadworthiness and vehicle maintenance.....	9
Driver competence and training.....	9
Road traffic rules and incident management.....	10
Passenger safety and service delivery	11
Road Passenger Transport Operator Licensing.....	11
Professional competence.....	12
Contractor management	13
Agency and temporary staff management.....	13
Sustainable operations.....	14
Health and safety	14
Additional services for PassengerSafe members.....	15

Introduction

The Freight Transport Association Ireland (FTA Ireland) is a multi-modal representative trade association for the freight, distribution, passenger and logistics sector. We support, shape and stand up for efficient and sustainable logistics. We look after the interests of our members who provide coach and bus passenger services and those who move goods by road, rail, sea and air.

Our membership comprises organisations of all sizes, representing all elements of the freight distribution and logistics sector, including express courier services, retail distribution, national and international haulage, fleet passenger services, construction, agrifood, fuel distribution, waste management, local authorities and many more.

PassengerSafe Standard

PassengerSafe is a scheme designed by FTA Ireland and coach and bus fleet operators in Ireland to recognise excellence and improve operational standards. The ongoing development of PassengerSafe lies with FTA Ireland and its members, which include a wide range of coach and bus operators.

PassengerSafe is open to all coach and bus operations with in excess of 9 passenger seats in their vehicles, regardless of type or size of operation. For the purposes of PassengerSafe, a multi-passenger vehicle is defined as a commercial vehicle used for the carriage of passengers with a minimum of 9 passenger seats.

PassengerSafe represents best practice standards required to ensure safe, legal and sustainable passenger fleet operations. It is achieved by undergoing a voluntary audit process which examines compliance from both a systems perspective and practical observation of these systems. The standard is designed as a graduated scheme to encourage continuous improvement and recognise those organisations operating at the highest levels.

PassengerSafe standard levels

The PassengerSafe standard has four levels: Bronze, Silver, Gold and Green.



At **Bronze** – the operator must show it has systems in place to meet minimum legal and operational standards across the PassengerSafe audit areas. Bronze is looking for evidence that documented systems exist and are implemented.



At **Silver** – At Silver, the operator must meet all the criteria for Bronze and also be able to show they actively manage and monitor compliance, vehicle condition and driver competence. Silver checks that the operator is monitoring activities to ensure systems are adhered to.



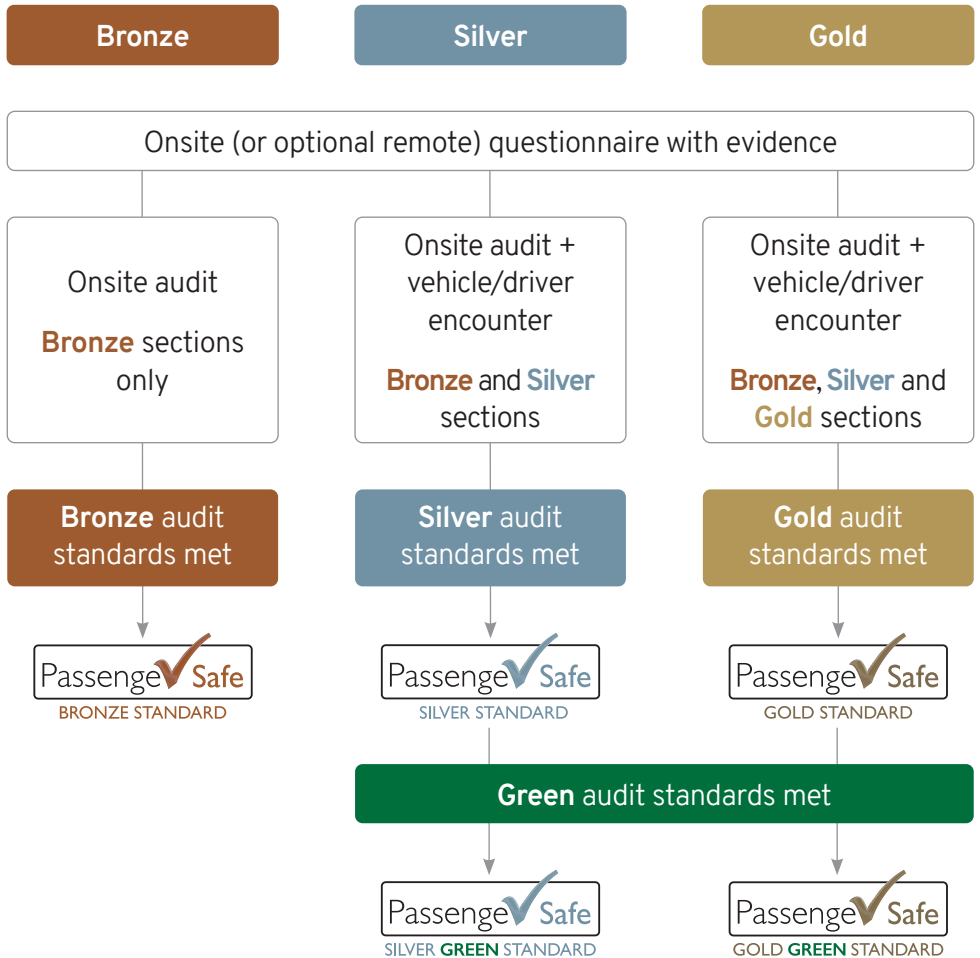
At **Gold** – the operator must meet all the criteria for Bronze and Silver and be able to evidence quality monitoring through action plans and KPIs, alongside continuous improvement in key risk areas (including fatigue management, roadworthiness, driver competence and passenger safety). Gold checks that performance is measured and improvements are implemented and sustained.



At **Green** – At Green, the operator must verify it has dedicated environmental policies and controls that deliver measurable carbon savings through implementation practices. The audit will verify these policies based on environmental awareness, governance and evidence of continuous carbon savings.

*Green standard can only be achieved at silver and gold levels.
(To retain the gold and silver standards the company must have submitted the fuel used and the kilometres driven per vehicle for every quarter since the previous audit).*

Overview of audit process



The audit covers 11 key areas:

- 1 Fatigue and drivers' hours
- 2 Roadworthiness and vehicle maintenance
- 3 Driver competence and training
- 4 Road traffic rules and incident management
- 5 Passenger safety and service delivery
- 6 Road Passenger Transport Operator Licensing
- 7 Professional competence
- 8 Contractor management
- 9 Agency and temporary staff management
- 10 Sustainable operations
- 11 Health and safety

What do vehicle operators have to do to become a PassengerSafe member?

Commitment to maintaining the standards to ensure continued membership.

Audit contents

The audit covers the basic legal compliance with the requirements of the operator's licence and regulations in relation to operating a passenger transport undertaking. The operator must provide the auditor with evidence that the FTA Ireland PassengerSafe standards are being met and the auditor also looks for evidence of non-compliance. The standards are detailed below.

Fatigue and drivers' hours

Policies, instruction and scheduling

Drivers must be instructed on drivers' hours, working time and record rules (including correct use of tachographs where applicable). Work must be planned so drivers can comply with rules and rest requirements, and no incentives must encourage breaches.

Record management and downloads

Systems must ensure a complete record is made for every working day and can be produced on request. Vehicle unit and driver card downloads must be completed in line with legal requirements and company policy, with secure storage and audit trails.

Monitoring and corrective action

Members must carry out regular checks of records to verify compliance. Infringements must be investigated and action taken to prevent reoccurrence (for example, coaching, retraining or disciplinary processes).

Retention and equipment control

Records should be retained for at least two years (or longer where required). Tachograph equipment must be maintained and defects rectified promptly.

Roadworthiness and vehicle maintenance

Daily walkaround checks and defect reporting

Drivers must carry out a walkaround check every time they take over a vehicle and record defects. Defects must be assessed by a competent person and rectified, and vehicles must not be used where defects present a safety risk or breach legal requirements.

Planned maintenance and inspections

Regular roadworthiness inspections must be carried out by competent persons at a frequency appropriate for the operation and in line with statutory requirements. Inspections must include passenger-vehicle specific items such as doors, emergency exits, accessibility equipment (where fitted) and safety equipment.

Records and contractor control

Maintenance, inspection and repair records must be retained for at least two years and be readily accessible. Where maintenance is outsourced, members must ensure contractors are competent and quality is monitored.

Vehicle compliance

Members must evidence processes to ensure vehicles are correctly taxed, insured and tested as required, and that safety and accessibility systems are maintained where applicable.

Driver competence and training

Recruitment checks and induction

Driver entitlement (including appropriate licence category) and Driver CPC requirements must be checked prior to engagement. Induction must cover company policies, safe driving, passenger safety, operational procedures and emergency arrangements.

Ongoing competence and training

Drivers must receive periodic training appropriate to the operation (for example, passenger assistance, accessibility awareness, incident procedures and defensive driving). Remedial training must be provided where performance concerns are identified.

Monitoring and supervision

Members must actively monitor driver performance using appropriate methods (for example, assessments, supervision, telematics, complaints and incident trends) and document actions where improvement is required.

Road traffic rules and incident management

Road traffic compliance

Drivers must comply with road traffic rules, including speed limits and mobile phone restrictions. Members must have processes to identify, log and investigate breaches and take appropriate action.

Incident reporting and investigation

Procedures must be in place for reporting collisions, near misses and passenger incidents. Reports must be investigated to identify root causes and implement corrective actions.

Fitness to drive and road risk

Policies must manage fitness to drive (including fatigue, alcohol and drugs) and operational road risks (for example, schools, city centres, depot movements and passenger loading areas).

Passenger safety and service delivery

Boarding, alighting and stop safety

Procedures must ensure safe boarding and alighting, including use of safe stops, door controls and appropriate checks (for example mirrors/CCTV where fitted).

Accessibility and passenger assistance

Where accessibility features are fitted (for example ramps or lifts), staff must be trained in safe operation and passenger assistance, including securing where applicable.

On-board safety equipment and emergencies

Emergency exits must be clearly marked and kept unobstructed. Safety equipment (for example fire extinguishers, first aid kits and emergency hammers where fitted) must be present, maintained and inspected. Drivers must be trained in emergency and evacuation procedures.

Customer care and feedback

Members must have a process to manage customer care, complaints and feedback, and use trends to improve service and safety performance.

Road Passenger Transport Operator Licensing

Licence and permit control

Members must, where applicable, hold the required operator licence(s), authorisations and permits for their services and manage renewals and changes.

Ongoing compliance

Operators must have processes to ensure ongoing compliance with licence obligations, including vehicle and driver controls, maintenance arrangements and record keeping.

Document control

Critical documents (for example licences, insurance and compliance policies) must be controlled, current and available for inspection.

Professional competence

Transport manager designation

Members must designate at least one transport manager (internal or external, as applicable) who effectively and continuously manages transport activities and has a genuine link to the undertaking.

Defined responsibilities

Where an external transport manager is used, there must be a written contract specifying tasks and responsibilities, and evidence of effective oversight.

Management review

Members must demonstrate management oversight of compliance and safety performance through periodic reviews and documented actions (for example action plans and KPI reviews).

Contractor management

Contractor due diligence

Systems must ensure contractors and sub-contractors meet legal obligations. Checks should include, as applicable, licences/authorisations, insurance, maintenance standards and driver competence controls.

Standards and monitoring

Members should define expectations in contracts, communicate safety requirements and monitor contractor performance (for example incident reporting and compliance evidence).

Agency and temporary staff management

Agency and temporary driver controls

Members must ensure agencies supplying temporary drivers meet legal standards. This must include identity checks, driver licence and Driver CPC checks, and sufficient induction before undertaking duties.

Working time and record controls

Systems must ensure drivers' hours, working time and rest are monitored across assignments and that record keeping requirements are met.

Supervision and competence assurance

Temporary staff must be supervised and supported to ensure safe operation, including familiarity with vehicle type and passenger procedures.

Sustainable operations

Carbon reduction governance

Members must have a policy and objectives to reduce carbon emissions, supported by measurable targets and assigned responsibilities.

Monitoring and improvement

Fuel and/or energy usage should be monitored and verifiable, with performance reviewed periodically. Members should implement fuel saving measures such as eco-driving, anti-idling controls, route planning and tyre pressure management.

Green Standard (standalone) - additional requirements

For Green certification, members must evidence environmental governance, a carbon baseline, an action plan with measurable initiatives, and evidence of continuous carbon savings over time supported by credible source records. To achieve the Green standard the operator must be signed up to and actively uploading data to the ECOfleet platform.

Health and safety

Safety statement and communication

A Safety Statement must be in place, reviewed at least annually, and communicated to all employees, covering depot, workshop, driving and passenger interface risks.

Risk assessment and controls

Risk assessments must be undertaken and controls implemented for key hazards such as vehicle movements, passenger handling, lone working, manual handling and workplace hazards.

Incident management and emergency planning

Health and safety incident reporting, investigation and emergency arrangements must be in place and tested as appropriate.

Performance measurement

Health and safety performance must be measured and improved through audits, inspections, toolbox talks and management review.

Additional services for PassengerSafe members

Vehicle Inspection Service (VIS)

Our Vehicle Inspection Services offer a range of solutions to ensure your vehicles, related equipment and maintenance arrangements are safe, efficient and legally compliant.

Training

FTA Ireland provides training to support compliance and professional development, including Transport Manager CPC, driver hours and tachograph training, working time, and walkaround check training.

Events and updates

We provide events, briefings and guidance so that operators are up to date with current and future transport legislation and industry best practice.

// Safety is our number one priority, and I am delighted that Bus Eireann is the first bus and coach operator in Ireland to attain the PassengerSafe accreditation for best practice in transport operations and engineering, delivering a safe and reliable service for our customers. **//**

***Allen Parker** Bus Eireann Chief Customer Officer*

You can also find information on www.ftai.ie/passengersafe

T: 01 8447516 www.ftai.ie



FTA Ireland CLG (a company limited by guarantee)
Unit A4, Santry Business Park, Dublin 9, D09 P2Y4
Registered in Ireland Number 487041

Correct at time of publishing but
subject to change.

©FTAI. All rights reserved
06.03.26/TG 001413