



Every clause below is written to show how the activity described contributes to that outcome, rather than merely to assert compliance.

2.2 Organisation overview

[Company Name] is a passenger road transport operator. It runs scheduled local and regional bus services, holds school and education transport contracts with [Local Authority], and provides private coach charter hire for group travel, tours and corporate clients. The organisation was established in [Year] and has grown to serve communities across [Region].

The organisation employs approximately 460 people, of whom around 300 are professional passenger-carrying-vehicle (PCV) drivers. The remainder are engineering, scheduling, operations, customer-service and administrative staff, together with the management team. It operates a fleet of approximately 130 vehicles comprising single-deck and double-deck buses, midi-buses and touring coaches, with an average fleet age of about six and a half years. Every vehicle is fitted with telematics that record speed, harsh braking, acceleration and idling, and most are fitted with forward-facing and in-vehicle cameras.

[Company Name] operates from a head office and main operating depot in [City] and two satellite depots at [Town A] and [Town B], each with vehicle parking, fuelling and light maintenance facilities. Heavier maintenance is carried out at the main depot workshop. Across all operations the fleet travels approximately 9.8 million vehicle-kilometres each year and carries around 14 million passenger journeys.

The organisation's principal RTS exposures arise from driver fatigue and shift patterns on early, late and split shifts; speed on rural, residential and urban roads; interaction with vulnerable road users such as pedestrians, cyclists and motorcyclists at stops, junctions and on school routes; passenger boarding and alighting; the roadworthiness of high-mileage vehicles; adverse weather; and the safety of sub-contracted coach hire. The public service vehicle operator licence is held under registration [Licence Number]. These exposures shape the RTS performance factors selected in Clause 6 and the operational controls in Clause 8.

Road traffic safety has always been part of how [Company Name] operates, but the organisation has chosen to formalise its approach through a management system aligned with ISO 39001 in order to move from reacting to individual incidents towards systematically reducing risk across the whole operation. The adoption of a Safe System approach reflects a recognition that safe outcomes depend on the combination of safe drivers, safe vehicles, safe speeds and safe journeys, and that responsibility for road traffic safety is shared across every function, from the board that sets the budget to the driver at the wheel and the engineer who signs off a vehicle as roadworthy.



determines their sequence and interaction, so that effects such as the influence of rostering on driver fatigue and therefore on crash risk are visible and managed. The interaction is shown in Annex A.

Supporting documents

- QP-02 Context, Interested Parties and Scope
- WI-09-07 Adverse Weather and Seasonal Driving
- QF-02-01 Context and Issues Analysis
- MAN-01 Annex A process map

Records generated

Context and Issues Analysis (QF-02-01), reviewed at least annually and on significant change.

4.2 Understanding the needs and expectations of interested parties

Statement of conformity

[Company Name] determines the interested parties relevant to the RTS management system, their requirements, and the legal and other requirements related to RTS to which it subscribes.

Approach

Interested parties are identified and their relevant needs and requirements recorded on the Interested Parties and Requirements Register (QF-02-02). For [Company Name] they include passengers, who expect to be carried safely; drivers and other workers, who expect safe systems of work and fair rostering; the traffic commissioner and operator-licensing authority, who set and enforce licence conditions; local authorities and school-contract clients, who set contractual safety requirements; the police and emergency services; vulnerable road users and the wider community; insurers; vehicle and maintenance suppliers; and sub-contractors.

For each interested party the register records what its relevant requirements are and how they bear on road traffic safety. Where an interested party has expressed requirements relating to climate change or environmental performance, following Amendment 1:2024, these are captured alongside the RTS requirements so that they can be considered in planning.

Requirements that are legal or other requirements to which the organisation subscribes, for example operator-licence undertakings, driver-hours limits, roadworthiness standards and contractual safety clauses, are passed to QP-06, where they are recorded in the Legal and Other Requirements Register and their compliance is periodically evaluated. The register is kept current as parties, contracts and requirements change.



Document Control

Prepared by	ISO Consultant Panel
Reviewed by	[Name] ([Designation Here])
Approved by	[Name] ([Designation Here])
Standard clause(s) addressed	ISO 39001:2012, 5.2 (framework for 5.1, 6.4)
Next scheduled review	[Date] (at least annually)
Distribution	Controlled copy holders per QF-01-04 Distribution & Access Control List

Revision History

Version	Date	Description of changes	Author	Approved
1	[Date]	First issue of the document.	ISO Consultant Panel	[Name]

PREAMBLE

Purpose and Context

Why road traffic safety is central to who we are and how we operate.

[Company Name] operates scheduled local and regional bus services, school and education transport contracts, and private coach charter. Every day our professional drivers carry many thousands of passengers and share the road network with pedestrians, cyclists, motorcyclists and other vulnerable



References

- QP-02 Context, Interested Parties and Scope.
- QP-05 RTS Performance Factors, Objectives and Targets.
- QP-09 Operational Planning and Control (Safe System).
- QP-12 Road Traffic Crash and Incident Investigation.
- T-01 RTS Risk and Opportunity Register; T-02 KPI Dashboard.

SECTION 4

Responsibilities

Role	Responsibilities and authority
RTS Manager	Owns this procedure; leads the performance review and risk assessment; maintains the risk register and action plan; reports status to management review.
Top management	Approves the plan and the resources for priority actions; owns decisions on High and Extreme risks.
Operations and Engineering managers	Provide performance data and operational knowledge; own actions assigned to their areas; validate that risks reflect real operations.
Depot supervisors	Surface local risks and near-misses; implement actions at the depot.

SECTION 5

Definitions and the RTS Risk Matrix

All rating scales needed to apply this procedure are defined here. Risk is rated as likelihood multiplied by severity, giving a score from 1 to 25, and banded as below. The severity scale is anchored in road-safety consequences.



- QP-11 Monitoring, Measurement, Analysis and Evaluation.
- QP-12 Road Traffic Crash and Incident Investigation.
- T-02 RTS Performance Factors, Objectives and KPI Dashboard.

SECTION 4

Responsibilities

Role	Responsibilities and authority
RTS Manager	Owns this procedure; selects factors with management; specifies elements and criteria; drafts objectives and the programme; monitors and reports.
Top management	Approves the objectives and targets and the resources to achieve them.
Operations Manager	Owns the speed, fatigue and behaviour objectives; acts on telematics data.
Engineering Manager	Owns roadworthiness-related objectives such as walkaround completion.
Depot supervisors	Deliver depot-level objectives; coach drivers on the measured factors.

SECTION 5

Definitions and Terms

Term	Meaning as used here
RTS performance factor	A measurable factor contributing to road safety that the organisation can influence and use to track performance over time (ISO 39001:2012, 3.41).



Definitions and Terms

Term	Meaning as used here
Safe System	A holistic approach to RTS that manages drivers, vehicles, speeds and journeys together so that no single failure leads to death or serious injury.
Operating criterion	A defined, checkable standard for a process, for example that a walkaround check is completed and signed before a vehicle's first use each day.
Safety-critical defect	A vehicle defect that makes the vehicle unsafe to operate and requires it to be removed from service until rectified.
Outsourced process	Transport performed on the organisation's behalf by an external operator, which remains within the scope of the system.
Operational change	A planned change to routes, vehicles, schedules or methods that could affect road risk.

SECTION 6

Process

Operational control is planned, implemented and maintained through the following steps. The detailed method for each element is in the referenced work instruction.

6.1 Establish operating criteria for each process (8.1)

For each operational process that affects road safety, [Company Name] establishes clear, checkable operating criteria, set out in the relevant work instruction. Examples include: a driver may not take a vehicle into service without a completed and signed walkaround check (WI-09-04); a driver must hold the correct licence and a valid Driver CPC and be authorised before driving (WI-09-01); a driver must be within driving-hours limits and fit to drive, with a zero-tolerance limit on alcohol and drugs (WI-09-



Annex A Clause coverage

SECTION 1

Purpose

This work instruction sets out how [Company Name] manages driving speed and in-cab behaviour so that vehicles are driven within safe limits and without distraction. Speed is the factor that most directly determines whether a crash happens and how severe it is, and distraction removes the driver's attention at the moment it is needed most, so the task controls both through policy, monitoring and coaching. It delivers the safe-speed element of the Safe System required by clause 8.1.

The instruction matters because safe speed and full attention are the behaviours that most reduce injury collisions across the operator's 9.8 million vehicle-km each year. By measuring overspeed and harsh events objectively through telematics and acting on them, the operator turns a general expectation to drive safely into a measured, improving standard with a clear target.

SECTION 2

Scope

This instruction applies to every driver on every duty, on all single-deck and double-deck buses, midi-buses and coaches, across the [City], [Town A] and [Town B] depots, wherever telematics is fitted. The roles covered are the driver, the depot manager who reviews telematics and delivers coaching, the telematics administrator, and the RTS Manager who owns the overspeed target and the link to competence review.

SECTION 3

Safety and Environmental Considerations

This task manages behaviour rather than a physical hazard, but the safety and environmental considerations are still important.

- Drivers must never interact with the telematics display or any device while the vehicle is moving; any check of data is done when safely parked.



The walkaround is carried out with the engine off and the parking brake applied, unless a specific check (such as air-pressure build-up or a brake test) requires otherwise, in which case the vehicle is chocked and the check follows the maker's method. Staff wear high-visibility clothing at all times on the yard, keep clear of moving vehicles, and never walk between a vehicle and a wall or another vehicle where they could be crushed.

- Apply the parking brake, select neutral and remove the key before walking around the vehicle.
- Wear a high-visibility vest on the yard and use the marked pedestrian routes.
- Check for and report fuel, oil, coolant and AdBlue leaks; contain spills using the yard spill kit and never wash residues to a drain.
- Take care on wet or icy yards; report damaged lighting or surfaces that make the check unsafe.
- Dispose of used rags, filters and fluids through the licensed waste route, not general waste.

SECTION 4

Tools, Equipment and Materials

The following items support a reliable check. Depot managers make sure they are available, calibrated where relevant, and in good order.

Item	Specification	Purpose
Tread depth gauge	Reads to 0.1 mm, checked against a reference block monthly	Confirm tyre tread meets the 1.6 mm minimum across the central three-quarters
Tyre pressure gauge	Digital or dial, calibrated annually	Confirm pressures against the vehicle plate values
Torque wrench	Range to suit wheel-nut torque, calibrated annually	Re-check wheel-nut torque after a wheel change or when a marker has moved
Inspection lamp	Rechargeable LED, non-sparking	See into wheel arches, under panels and inside lockers
Daily walkaround form	QF-09-04, paper pad or handheld app	Record every check item, nil-defect and any defect found



- QP-10 Emergency Preparedness and Response (immediate response and first-response report).
- QP-15 Nonconformity, Corrective Action and Continual Improvement.
- QP-04 RTS Risk and Opportunity and Planning; QP-05 Performance Factors (deficiencies feed factors).
- QP-11 Monitoring, Measurement, Analysis and Evaluation (trends).
- MAN-01 RTS Management System Manual, Section 9.2.

SECTION 4

Responsibilities

Role	Responsibilities and authority
RTS Manager	Owns this procedure; assigns investigators; ensures investigations are timely and thorough; maintains the incident register; reports trends to management review.
Investigator (competent person)	Conducts the investigation, gathers evidence, determines underlying factors, and recommends corrective and preventive action.
Operations Manager	Supports the investigation with operational information; implements actions assigned to operations.
Drivers and supervisors	Report crashes and incidents promptly and honestly; provide accounts and cooperate with the investigation.
Top management	Engages with the investigation of any fatal or serious-injury crash and ensures actions are resourced.

SECTION 5

Definitions and Timescales

Term / timescale	Meaning as used here
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	FORM Daily Vehicle Walkaround Check and Defect Report Associated procedure: QP-09 Operational Planning and Control / WI-09-04 [Company Name]	QF-09-04 Rev 1 Issue: [Date]
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1 DETAILS

VEHICLE REG [Ref]	DRIVER [Name]	DATE [Date]
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2 WALKAROUND CHECK (BEFORE FIRST USE)

Item	Acceptance criterion	OK / Defect
[Item]	[Criterion]	OK / Defect
[Item]	[Criterion]	OK / Defect
[Item]	[Criterion]	OK / Defect
[Item]	[Criterion]	OK / Defect
[Item]	[Criterion]	OK / Defect
[Item]	[Criterion]	OK / Defect

Result: ☐ Nil defect - fit for service ☐ Defect found (see below)

DEFECT DETAILS (IF ANY)

A safety-critical defect removes the vehicle from service (VOR) until rectified.

✓ AUTHORISATION

Driver	Verified
Name: Signature: Date:	Name: Signature: Date: