

Driver Agency Accreditation Scheme



www.fta.co.uk/daas

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The voice of the industry for 125 years

What is the Driver Agency Accreditation Scheme?

The scheme is a voluntary initiative which has been developed alongside driver agencies and operators, and aims to recognise, encourage and promote good practice within the sector.



What are the benefits of accreditation?

- ✓ Industry recognition that your organisation is striving to achieve the highest levels of quality and compliance
- ✓ Verification to employees and clients that you are promoting good practice
- ✓ Reduction of corporate and operational risk
- ✓ The audit process will highlight any areas of ineffectiveness or non-compliance to help you improve systems and processes



The accreditation process

1 Statement of Intent

Participating agencies sign the statement of intent detailing the standards of the scheme, core processes and requirements (see overleaf).



2 System audit

FTA then organises a thorough, independent audit of the agency's systems. Areas audited include core business, driver recruitment and driver management standards.

3 Customer feedback

Members of the scheme are required to seek agreement to supply the contact details of active customers, and FTA will then send a short email reference request covering the performance of the agency and drivers supplied within the last 12 months.

4 Complaints process

Once accredited, customers can pursue complaints beyond the agency in question through the Driver Agency Accreditation Scheme website, www.fta.co.uk/daas, which will be investigated by FTA and any findings considered by the Governance Group (see below).

5 Governance Group and Standards Committee

The Governance Group comprises the founding driver agencies of the scheme, and its role is to consider applications, audit performance, reference results, complaints and any other detrimental information. The group is accountable to a Standards Committee (made up of vehicle operators) who act as guardian of the accreditation standards and an appeals body in relation to membership or complaints.



On successful completion of the accreditation process, agencies receive a certificate and logo and their contact details are added to the list of accredited agencies on FTA's website.

For more information about the scheme please call 08717 11 22 22 or visit www.fta.co.uk/daas

To join the scheme, please complete and return the Statement of Intent (overleaf)

Statement of Intent

Accreditation process

The process of accreditation comprises the following steps.

- 1 Statement of intent signed and fees paid
- 2 System audit showing required standards are met and (where appropriate) payment for re-assessment made
- 3 Customer reference request carried out
- 4 Governance Group considers application, audit and customer reference results and either: grants membership of scheme; outlines remedial action and timescales for re-application; or refuses applications giving reasons in writing
- 5 A complaints process, whereby customers of accredited driver agencies can pursue complaints beyond the agency in question
- 6 An appeals process, whereby driver agencies and vehicle operators can appeal to a Standards Committee about decisions made by the Governance Group

Signatories agree to continually meet the following standards covering:

- core business standards
- driver recruitment standards
- driver management standards

The signatories will be required to undertake an annual independent audit covering systems and processes to meet the standards. The initial audit will take place within 90 days of receipt of initial fee. An audit will be carried out for every 10 branches of an organisation. An organisation is characterised by way of being a separate legal entity (franchises being separate organisations). Each organisation is responsible for the conduct of its branches and continued membership of the scheme may be affected by the performance of any branch.

Should an organisation fail to reach or demonstrate the standards required, they will be provided with feedback and given the option to undertake re-assessment of the non-compliant items within a

further 90 days (an additional charge will apply). If this re-assessment is also unsuccessful, signatories will have an option to apply to the scheme's Governance Group for a further final re-assessment of the non-compliant items within a further 90 days.

Signatories will be re-assessed on an annual basis no more than 90 days following the anniversary of their last audit.

Signatories also agree to supply the names and contact details of at least three active customers (those who have used the business in the last 12 months) on application.

Signatories agree to obtain consent from those named to be contacted by FTA for feedback on the driver agency in question. Customers are sent a short email reference request covering the performance of the agency and the drivers it has supplied within the last 12 months. Results of the feedback will be considered by the Governance Group prior to initial accreditation.

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.

Core business standards

The signatory declares that the driver agency:

- 1 Operates within the Employment Agencies Act 1973 and the Conduct of Employment Agencies and Employment Businesses Regulations 2003. In particular that it: issues terms of engagement; does not charge fees for finding employment; does not require workers to purchase charged-for services; does not provide workers to replace individuals participating in industrial action; does not withhold payment for work; and does not restrict workers from moving into permanent employment
- 2 Holds employer liability and public liability insurance, and meets the legal requirement to display employer liability insurance. It must also inform customers of any additional

- insurance schemes held or offered in a clear and transparent manner, including details of the eventualities covered, the amount of cover and any restrictions or conditions that apply
- 3 Will inform customers when sub-contracting work to other agencies and advise whether sub-contractors are accredited under this scheme. Signatories should note that the primary driver agency will be held accountable for complaints or other detrimental information arising out of work sub-contracted to other agencies. The agency will also inform customers of the status of non-employed drivers in a clear manner prior by way of terms and conditions or other initial correspondence
 - 4 Will comply with its obligations in terms of equality and data protection, as well as being mindful of the use of social media platforms, by way of organisational policies
 - 5 Has an effective assessment and training system in place to ensure every staff member of the driver agency who organises freight transport assignments is competent in freight transport, and in particular in the key subject areas of operator licensing, driver licensing, drivers' hours and working time rules together with tachograph record requirements
 - 6 Has quality monitoring systems in place, including regular (minimum annual) process audits for every branch that organises freight assignments, an effective complaints system and improvement measures. The signatory also agrees to make clients aware of the accreditation complaints process, once accredited
 - 7 Has or will have an appropriate drug and alcohol policy for all drivers supplied, including following clients' policies, where appropriate
- minimum: identity; employment status; and employment history
- 9 Will carry out appropriate checks to ensure that all drivers available for hire and employment are entitled to drive their customers' vehicles, by way of driver licence, Driver Certificate of Professional Competence (DCPC) and digital tachograph card checks (where appropriate) prior to the driver being placed on an assignment. The driver licence check must be made either directly with Driver and Vehicle Licensing Agency (DVLA) or via a third party (eg a licence checking bureau). Drivers must also sign a declaration on entitlement to drive and previous compliance
 - 10 Ensures that drivers are competent to use any specialist equipment or deal with any specialised loads, if specified by their customers
 - 11 Ensures that all drivers have appropriate knowledge for safe, legal and efficient transport operations, prior to being placed on an assignment. The minimum requirement is to assess and provide instruction to minimum level of knowledge in at least the following areas:
 - drivers' hours and records (including working time rules)
 - driver walk around checks
 - safe and legal loading
 - Highway Code
 - 12 Will have systems in place to appropriately match the driver to the requirements of the customer
 - 13 Will play its part in ensuring the health and safety of its drivers, by way of a health and safety policy, monitoring that risks to drivers are being assessed, offering health assessments to night workers (where appropriate) and ensuring incidents are reported to the Health and Safety Executive, where required

Driver recruitment standards

The signatory declares that the driver agency:

- 8 Will make all appropriate checks on those drivers hired and must include as a
- 14 Will ensure compliance with the Agency Worker Regulations 2011, where appropriate. In particular by tracking the 12-week qualification

period, asking hirers about relevant terms and conditions, ensuring the provision of 12-week rights that are under their control and responding to information requests from drivers. Where professional exemption is being claimed, clients should be informed in a clear manner by way of terms and conditions or other initial correspondence

Driver management standards

The signatory declares that the driver agency:

- 15 Will do all it reasonably can to ensure compliance with the Working Time (Road Transport) Regulations 2005. In particular that drivers are notified of the rules and any relevant agreements, the agency requests details of work for other road transport employers (at least every six months) to include in its calculations, makes appropriate checks to ensure all the rules are met and keeps records for at least two years
- 16 Will monitor and ensure compliance with the weekly rest requirements of the EU drivers' hours regulations and respond, in a timely and effective manner, to any infringements detected by customers' analysis and reported to the driver agency
- 17 Will have systems in place to do all it reasonably can to assist customers in producing drivers' hours records, including in particular original analogue chart, raw digital data and legally required printout and manual record return
- 18 Will ensure all drivers continue to be entitled to drive their customers' vehicles including continuous checks which will include, as a minimum:
 - six-monthly DVLA check
 - DCPC entitlement
 - possession of a digital tachograph card (where applicable)
 - continuing entitlement for specialist

qualification (where appropriate)

- a reminder to provide details any notifiable medical conditions to DVLA
 - a six-monthly signed driver declaration on entitlement to drive and compliance
- 19 Will ensure that all drivers will continue to have appropriate knowledge to ensure safe, legal and efficient transport operations. The minimum requirement is to continue to provide at least annually instruction in at least the following areas:
 - drivers' hours and records (including working time rules)
 - driver walk around checks
 - safe and legal loading
 - Highway Code

Agency accreditation governance

The scheme's Governance Group is made up of founding driver agencies and considers applications, audit performance, feedback results, complaints and any other detrimental information. It has the power to grant membership of the scheme, outline remedial action and timescales for standards to be met, refuse applications or revoke membership. The Governance Group is accountable to a Standards Committee which is made up of vehicle operators. The Standards Committee is the guardian of the accreditation standards and also acts as an appeals body for decisions made by the Governance Group in relation to membership or complaints.

The signatory agrees to, and will accept, the findings and decisions of the scheme's Governance Group and Standards Committee when made in arbitration, or otherwise.

The signatory agrees to remove the accreditation scheme logo from all paperwork, correspondence, websites and any other public domain if the organisation leaves or is asked to leave the scheme. Logos must be removed within 28 days of leaving the scheme.

Application form

To register for the scheme please complete the form below and return by post to Driver Agency Accreditation Scheme, FTA, Hermes House, St John's Road, Tunbridge Wells, Kent TN4 9UZ or fax back to 01892 552360. Alternatively call 08717 11 22 22 or visit www.fta.co.uk/daas

Scheme fees

Driver Agency Accreditation fee (includes one audit for up to 19 branches)	£1,000
Additional branches audit fee @ £600 for each additional 10 branches (ie 20–29 branches is +£600, 30–39 branches is +£1,200 etc)	Total £_____
	VAT at 20% £_____
	Grand total £_____
<input type="checkbox"/> Please invoice me. Purchase order number (if required) _____	
<input type="checkbox"/> Cheque enclosed (payable to FTA)	
<input type="checkbox"/> Please contact me for my credit card details	

Note: Re-assessment charges for failed audits will be charged at £300 per audit

*Required fields

Signed* _____

Position _____

Organisation* _____

Company registration number* _____ Date* _____

Membership number (if known) _____

Correspondence contact details

Name* _____

Position _____

Email address _____

Telephone number* _____

Postal address* _____

_____ Postcode _____

Total number of operational branches that organise driver assignments

Drivers' hours and tachograph management

Industry training and assessments

Office and transport supplies

Independent auditing

Driver Licence Checking Service



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