



MISSION ZERO

.....
A QUALITY STANDARD FOR
THE ROAD FLEET SECTOR
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ABOUT MISSION ZERO

Mission Zero is a Quality Standard for the road fleet sector. It is a scheme for organisations to adopt a roadmap towards the vision of **zero collisions, zero emissions and zero prohibitions**.

Working with a range of industry stakeholders, we have used our collective knowledge of fleet standards to develop a scheme that meets fleet operator needs, legal obligations and customer expectations; whilst ensuring a quality standard that is accurate, consistent and reliable.

The objective is to recognise and reward organisations for the quality of their fleet services and operations. Whether you operate lorries or vans to deliver goods and services, buses or coaches to carry passengers, operate plant or use cars for business, you can achieve accreditation for the standard of your fleet by being independently audited and achieving a Mission Zero Status.

Mission Zero is important for your staff too. Whether your drivers and vehicles directly support your business activity or are part of the service you offer, making sure your operation is Mission Zero accredited can help demonstrate a commitment to your staff and your duty of care.

The operator **must** provide evidence that:

ORGANISATIONAL LEADERSHIP FOSTERS A POSITIVE FLEET CULTURE

ROBUST FLEET POLICIES ARE IN PLACE AND ADHERED TO

DRIVERS AND STAFF ARE COMPETENT AND FIT FOR THE ROAD

VEHICLES AND EQUIPMENT ARE SUITABLE AND ROADWORTHY

QUALITY ASSURANCE IS UNDERTAKEN TO SUPPORT CONTINUAL IMPROVEMENT

The Mission Zero Quality Standard is the best route for your organisation to achieve a nationally recognised and independently accredited operation. The requirements are relevant across the industry and are adopted by some of the most forward-thinking fleet operators committed to delivering goods, services, and people, to the highest standards.

By understanding and applying the quality criteria carefully, you can be confident that your fleet operation will meet a standard that is relevant to you. The Mission Zero Quality Standard is periodically reviewed to reflect operational practices, legislative change, and customer requirements.

Helping You Meet Procurement Requirements

Mission Zero is the only fleet accreditation scheme that is officially accredited and recognised by Transport for London as equivalent to:

- ✓ FORS Bronze
- ✓ FORS Silver
- ✓ FORS Gold



Mission Zero is recognised by specifiers including Transport for London, CLOCS, HS2 and National Highways, amongst others.

Mission Zero Accredited Operators are recognised as equivalent to FORS Bronze level.

If an existing or new contract specifies FORS Silver & Gold as the requirements, you will need to include Mission Zero+ WRRR Modules in your accreditation to demonstrate compliance. Please refer to the Mission Zero+ Advance Transport Modules supplementary documents for detail of the extra requirements to achieve FORS Silver and FORS Gold equivalent accreditation.

Version 1.5.1 of the Mission Zero Standard and Mission Zero+ Advanced Transport Modules are accredited by Transport for London as equivalent to the FORS Version 7.1 Standard.

Traffic Commissioner Compliance Audits

The Traffic Commissioners for Great Britain have confirmed that Mission Zero audits have been accepted by the Traffic Commissioners as meeting the requirements of an independent audit requested at a Public Inquiry (PI).



As Mission Zero's foundation is a full legal compliance audit, it is fully aligned to the Traffic Commissioners' objectives, ensuring operators are benchmarked annually against legal requirements.

To find out more about the Traffic Commissioner Compliance Audits, please visit the Mission Zero website <https://missionzero.org.uk/traffic-commissioners/>

Version

Please check the Mission Zero website (www.missionzero.org.uk) to ensure that you are using the latest version of this document.

Version 1.5.1

November 2025

THE MISSION ZERO QUALITY STANDARD

The Mission Zero Quality Standard defines the requirements that **must** be met to achieve Mission Zero accreditation.

It relates to the management of a transport operation, its vehicles, drivers, and staff. It covers a wide range of road transport law and industry good practice. Employment law and specific regulations relating to health and safety, general data protection or preventing illegal working are not specifically covered in the requirements but are expected to be complied with, where relevant.

There are five Key Management Areas (KMA) to the Mission Zero Quality Standard.

Terminology

Certain terminology is used within the Mission Zero Quality Standard and its supporting publications and terms relating to the requirements of the Mission Zero Quality Standard are:

MUST	a mandatory condition to demonstrate a requirement has been met
SHOULD	a condition that is recommended as good practice
MAY	a condition that is optional

A full glossary of terms is at Annex 2.

Small fleets

A small fleet is an organisation with fewer than five vehicles and fewer than five employees. Although we encourage all accredited operators to produce and maintain documented evidence of meeting the Mission Zero standard, small operators may verbally demonstrate that they meet certain requirements.

APPLYING FOR MISSION ZERO

Eligibility

Mission Zero is relevant to all vehicle types that are driven on the highway.
This includes:

HEAVY GOODS VEHICLE (HGV)	VAN
PASSENGER CARRYING VEHICLE (PCV)	CAR
PLANT	POWERED LIGHT VEHICLE (PLV)

Definitions of all vehicle types are included in the glossary. This document contains the standard including the above vehicles.

You can define your own scope of Mission Zero accreditation, but it **must** include a minimum of one operating centre, with at least one vehicle located at that operating centre. If more than one vehicle is held at that operating centre, then all vehicles (irrespective of type) **must** be declared in the scope of accreditation.

Short term vehicles (leased and hire) and drivers (sub-contract and agency) that are under the control of an accredited operator are subject to the same requirements of the Mission Zero Quality Standard as permanently held vehicles and employed drivers.

How to apply

To apply for accreditation, you **must** complete the Mission Zero online application form and once you have completed and submitted the application form, you will be bound by the Mission Zero terms and conditions. You will then be provided secure access to the Mission Zero Accreditation Portal (MZAP) where you can book audits and manage your accreditation.

Fees

There are no upfront fees for registering for Mission Zero or gaining access to the Mission Zero Accreditation Portal (MZAP). You will only pay fees when you request an audit.

Mission Zero fees are published on the website and are made up of:

- ✓ An annual subscription fee – there is no subscription fee for operators with a fleet size of 10 vehicles or less. Above 10 vehicles the subscription fee is based on the size of the vehicle fleet and paid at the point of booking an audit.
- ✓ An audit fee – based on the number of operating centres in scope of accreditation and paid at point of booking an audit.

KEY MANAGEMENT AREAS

There are five Key Management Areas (KMA) within the Mission Zero Quality Standard.

Each Key Management Area is required to have a policy and supporting procedures that includes the sub demonstrations within each KMA. Mission Zero documentation **must** be reviewed annually, and version controlled. Version control **must** include:

THE VERSION NUMBER	THE REVIEWER'S NAME
THE REVIEW DATE	

A description of the KMAs and an overview of the quality requirements are as follows:

KMA	DESCRIPTION	QUALITY REQUIREMENTS
1 / Managing the operation	Managing operational safety and performance to achieve Mission Zero through organisational policies and supporting documentation.	Commitment to the Mission Zero roadmap towards the vision of zero collisions, zero emissions and zero prohibitions, health and safety, Operator Licence undertakings and other regulatory licencing criteria: ✓ Board level engagement and leadership ✓ Support road safety to ensure management of safe and compliant vehicles and drivers to effectively manage prohibitions ✓ Road risk management ✓ Active checks on fuel usage and collision ✓ Actively working towards a sustainable transport operation.
2 / Managing drivers' hours and tachographs	Managing drivers' hours, WTD and quality management.	Managing drivers' hours and WTD to ensure legal compliance ✓ Drivers' hours and Working Time Directive (WTD) infringements ✓ Tachograph analysis and management ✓ Periodic quality management audits ✓ Fatigue managed through drivers' hours and Working Time Directive (WTD).
3 / Managing staff	Ensuring drivers are fit for the road and have the right attitude and ensuring fleet related staff are competent in their role.	Managing staff who drive for work and achieving a sustained change in driver behaviour: ✓ Trained, qualified and competent management staff ✓ Correctly licenced, trained, qualified and competent ✓ Medically fit and not distracted or impaired ✓ Managing fleet related staff to ensure they are competent and complete sufficient CPD ✓ Embracing equality & diversity and inclusive recruitment practices.
4 / Managing vehicles	Ensuring vehicles are fit for the road, well maintained and suitable for the task.	Managing vehicles, equipment and trailers to ensure safe operating standards: ✓ Roadworthy, serviced and safety inspected ✓ Loads and passengers carried safely ✓ Consideration of safest and environmentally cleanest vehicle types ✓ Vehicle suitability including payloads, weights, and dimensions ✓ Load and equipment distribution, security, and safety.
5 / Managing the journey	Ensuring activities on the roads are conducted safely and efficiently.	Managing all aspects of the journey from origin to destination: ✓ Specialist operations ✓ Safe and efficient routing ✓ Monitoring quiet deliveries ✓ Managing International operations and Clandestine Entrants.

AUDITING AND ACCREDITATION

Supporting templates & documentation to help you

At Mission Zero, we believe that fleet operators should have plenty of support to help them achieve Mission Zero accreditation, particularly when it comes to policies & procedures. To support operators, particularly smaller operators, Mission Zero is providing a full range of supporting templates and documentation that operators can use free of charge to help them with their application.

Where this icon  is displayed throughout the Mission Zero Standard, a supporting template or document is available for an operator to use. Once you have registered with Mission Zero, all free templates and documentation is available to download on the Mission Zero Accreditation Portal (MZAP).

Mission Zero audits

There are four types of independent audits used at different points of Mission Zero accreditation.

AUDIT TYPE	DESCRIPTION	TO BE PASSED
Initial audit	First-time independent audit for applicants or organisations re-joining the scheme	Within 12 months of registration
Re-approval audit	Periodic independent audit of an accredited operator	Before the expiry date of accreditation (must be booked 45 days prior to expiry of accreditation)
Follow-up audit	Independent audit which only includes action points raised within the audit that have not yet met requirements	With 30 calendar days* of first notification that the initial or re-approval audit has not yet met the requirements
Enhanced audit	Independent audit following Public Inquiry, suspension, or termination of Mission Zero accreditation	As directed by the Mission Zero Administrator

* A Follow-up audit **must** be booked and undertaken within 25 calendar days to allow sufficient time for the audit outcomes to be reviewed and the results communicated within the 30 calendar day limit.

Steps to Mission Zero accreditation

A successful outcome at an independent audit is required to attain Mission Zero accreditation. You need to allow sufficient time for booking and undertaking the audit, awaiting the outcome, and addressing any action points that have not yet met the requirements as part of the follow-up procedure. The steps to attain and maintain Mission Zero accreditation are shown on the following page.



ROUTES TO ACCREDITATION

The routes to attaining Mission Zero accreditation are either as a single site or a multi-site operation.

The routes to accreditation, eligibility and audit requirements are:

ROUTE	ELIGIBILITY	AUDIT REQUIREMENTS
Single-site accreditation	Fleet operators with one operating site in scope of accreditation. This may be as there is either: ✓ Only one operating site for the whole organisation ✓ More than one site but accreditation is only required at a single site ✓ More than one site but each operate to different policies and procedures.	One audit at the operating site in scope of accreditation.
Multi-site accreditation	Fleet operators with: ✓ Two or more operating sites in scope of accreditation ✓ All sites must operate to the same policies and procedures.	✓ 1 audit for 2-4 sites ✓ 3 audits for 5-15 sites ✓ 20% audited for 16+ sites.
Internal Fleet Accreditation (IFA)	Fleet operators who wish to use their own internal transport auditors to conduct audits. Requirements include: ✓ Must have 16 or more operating centres ✓ Documented audit quality manual or management system ✓ Minimum of one auditor (employed or subcontracted)	Minimum of 20% of operating centres annually, with 100% of operating centres audited over a 5-year period.

For multi-site accreditation (MSO), the main management centre will be audited first on the initial application and thereafter, as and when required at each renewal application. All operating centre audits that are in scope of an MSO accreditation **must** be passed within 90 days of the first audit being passed (normal Follow-up audit procedures apply).

For Internal Fleet Accreditation (IFA), the main management centre will always be audited first and will be audited each year, regardless of whether any vehicles are operated from this site.

For both MSO and IFA, further audits will take place at different operating sites each year to ensure that 100% of sites are audited within the shortest possible time frame.

USING THE MISSION ZERO ACCREDITED LOGO

Once accredited you are encouraged to use the Mission Zero logo in accordance with the Mission Zero Terms & Conditions detailed in Annex 4.

The Mission Zero Accredited Logo **must** only be used on vehicles in scope of your accreditation.

The Mission Zero Accredited Logo can be used on the following:

- ✓ Business stationery
- ✓ Business communications, newsletters, leaflets, posters
- ✓ Business adverts
- ✓ Event support merchandise
- ✓ Clothing and vehicles
- ✓ Websites with a link to www.missionzero.org.uk.

If your Mission Zero accreditation is no longer valid, the Mission Zero accredited logo **must** be removed from all the above.



Master Logo



Reversed Logo



Mission Zero Quality Standard

KMA 1

Managing the operation

CRITERIA

1.1 Zero Collisions, Zero Emissions and Zero Prohibitions

The operator **must** have a policy and supporting procedures in place to demonstrate how the operator aims to achieve zero collisions, zero emissions and zero prohibitions.

The policy and supporting procedures **must**:

- ✓ Support road safety to ensure management of safe, compliant vehicles and drivers to effectively manage prohibitions
- ✓ Support road safety and aims to reduce collisions, reporting incidents promptly, collating incident facts accurately and identify root causes to prevent recurrence
- ✓ Support environmental performance and aims to reduce fuel usage complying with environmental regulations and standards including the consideration of anti-idling, monitoring of fuel emissions and consideration of alternative fuelled vehicles
- ✓ Name the responsible person/champion for fuel and emissions and collisions (road risk).

Prohibitions

The policy and supporting procedure **must** support the aim to reduce potential prohibitions.

- ✓ Managing prohibitions safely and reporting them promptly
- ✓ Prohibitions **must** be investigated and effectively managed
- ✓ Remedial actions are implemented to prevent recurrence.

Traffic collisions and road safety

The policy and supporting procedure **must** support road safety and aim to reduce collisions and **must** include:

- ✓ Managing incidents safely and reporting them promptly
- ✓ Incident facts collated accurately, recorded correctly and reported to the insurer
- ✓ Incidents investigated according to seriousness to identify root causes
- ✓ Remedial actions are implemented to prevent recurrence
- ✓ Procedure to include lessons learnt are disseminated to appropriate staff
- ✓ Review meetings with the insurance/accident management providers to discuss road risk, initiatives and campaigns.

Fuel and emissions

The policy and supporting procedure **must** support environmental performance and aims to reduce fuel usage and emissions. This includes:

- ✓ Complying with environmental regulations, restrictions and standards, such as Clean Air Zones, LEZ, ULEZ
- ✓ Selecting vehicles that are suitable for the intended use
- ✓ Ensuring equipment fitted to vehicles with the intention to reduce emissions is in a serviceable condition
- ✓ Manage fuel spills
- ✓ Minimising vehicle engine-idling
- ✓ Consideration of alternative fuel where possible along with alternative fuelled vehicles (e.g. Bio-fuels, Green Hydrogen etc.)
- ✓ Ensure that any low carbon fuels used are reputably sourced (such as through an assurance scheme).

The Operator **should** utilise technology (telematics, route optimisation software etc.) to monitor and measure fuel efficiency, driver performance, routing etc. with aim of reducing emissions and miles travelled.

CRITERIA

Safe and low emission vehicles

The policy and supporting procedure along with a forward plan **must** be in place detailing the organisation's strategy to achieve a Mission Zero fleet operation. This requires using the safest, most efficient, and least polluting vehicles in the fleet. Over the current fleet replacement cycle, a plan **must** be in place to ensure that vehicles are:

- ✓ Ultralow or zero emission capable vehicles to help achieve the [DfT's Road to Zero goals](#)
- ✓ Operationally efficient including increasing payload and improved aerodynamics where possible
- ✓ Enhanced with safety features such as improved Direct Vision, assisted lane departure, and assisted braking systems
- ✓ Operators **may** propose a range of vehicle safety, environmental and efficiency requirements to achieve Mission Zero.

The Operator **should** be working towards ensuring the entire fleet (including company cars) are zero emission by 2040 (2035 for cars/vans & 2040 for HGVs).

Staff travel

A staff travel plan **should** be in place that promotes and encourages sustainable travel behaviour including:

- ✓ Online conferencing facilities to reduce staff travel
- ✓ Flexible working hours to avoid peak time travel, including working from home where possible.

A staff travel plan **may** consider:

- ✓ Facilities to support cycling to work - cycle parking, changing rooms, drying rooms, showers, and lockers
- ✓ Car sharing schemes
- ✓ A travel expenses policy that promotes more sustainable travel.

Performance data

The following performance data **must** be captured, recorded, and baselined by vehicle type for future comparison:

- ✓ Distances travelled
- ✓ Fuel used, MPG, CO₂, NO_x, and Particulate Matter
- ✓ Road traffic collision numbers and costs
- ✓ Transport related fines and charges.

The baseline period for the first year of accreditation is a minimum of three months and for all subsequent accreditation renewals data capture periods **must** be 12 months.

Operators **should** calculate well-to-wheel fleet emissions annually, making use of the Mission Zero Emissions Calculator.

The operator **should** monitor and capture their Scope 1, 2 and 3 Emission Data, accounting for both direct and indirect emitted greenhouse gases (GHGs). Operators are encouraged to adopt the global reporting standard The [GLEC Framework](#) to report emission data using their [reporting tools](#).

CRITERIA

1.2 Fleet control

A documented procedure **must** be in place to ensure all vehicles and trailers are specified on the licence prior to use and effective control of the fleet is maintained. A fleet register **must** be held that includes details of all vehicles and trailers operated. The fleet register **must** include:

- ✓ Total number and type of vehicles and trailers held and whether they are owned, leased, or loaned
- ✓ Vehicle Registration Marks (VRM)
- ✓ Vehicle Identification Numbers (VIN) for trailers. The fleet register details **must** correspond with vehicles and trailers authorised on Operator Licences and the parking arrangements.

The fleet register **must** be consistent with vehicles registered with Mission Zero.

1.3 Licences and permits

All licences and permits relevant to the transport operation (including Waste Carrier Licence where applicable) **must** be held.

The points below are applicable to Operator Licence holders only.

- ✓ At least one valid Operator Licence **must** be held for each operating centre and at least one vehicle **must** be registered or in circulation in GB at all times. Operator Licences **must**: Be current, in date, display the correct legal entity, its directors and address with no discrepancies
- ✓ Be the appropriate licence for the operation type
- ✓ Display the maximum number of authorised vehicles and trailers
- ✓ Be supported by a documented procedure to:
 - Identify responsibilities and effective management control
 - Comply with any conditions or undertakings on the licence for each operating centre, including environmental conditions
 - Park vehicles and trailers at each centre and to not exceed authorised numbers
 - Maintaining financial standing
 - Inform the Traffic Commissioner of notifiable changes, financial status and fixed penalty notices within 28 days
 - Effectively manage licence discs
 - List operating centres authorised for use in the past two years, including dormant centres
 - Monitor and manage Operator Compliance Risk Score (OCRS)
 - Monitor and manage MOT test history.

CRITERIA

1.4 Health and safety

In accordance with [HSE Guidance on Competence](#), a competent health and safety manager or responsible person **must** be nominated and appointed with continuous and effective responsibility for health and safety.

For fleet operations with five or more employees a policy **must** be documented that sets out the general approach to health and safety and how health and safety is managed in the organisation. The policy **must** consider [HSE Guidance on Workplace Transport Safety](#) and **must**:

- ✓ Name the health and safety manager or responsible person
- ✓ State who does what, when and how
- ✓ Be displayed in the workplace
- ✓ Total reporting of injuries, diseases, and dangerous occurrences (RIDDOR)
- ✓ Ensure adequate Personal Protective Equipment (PPE) is available for all staff.

Please refer to Annex 1 for the required risk assessments or method statements.

1.5 Driving Standards Policy

A driving standards policy and supporting procedure **must** be in place that includes senior management policy commitments required by the Mission Zero Quality Standard. The policy **must** include:

- ✓ Driving on various road types, motorways along with rural and urban roads
- ✓ Driving in various weather conditions
- ✓ Wearing of seatbelts
- ✓ Carriage of passengers
- ✓ Drivers' responsibilities and professionalism
- ✓ Actions required in the event of a breakdown/incident or emergency
- ✓ Efficient driving techniques with an aim to reduce fuel and emissions
- ✓ Adherence to speed limits and traffic signs along with road markings
- ✓ Types of distractions such as eating, drinking and mobile devices
- ✓ Awareness and consideration of vulnerable road users
- ✓ Parking, loading and unloading.

Drivers **must** declare they have access to and have read and understood [The Highway Code](#) for UK based operations or international equivalent.

CRITERIA

1.6 Driver health and impairment

A policy and supporting procedure **must** be in place which **must** include:

- ✓ Physical health, mental health, and medical standards for drivers
- ✓ Not driving whilst impaired or under the influence of alcohol or drugs
- ✓ Fatigue management and driving whilst tired
- ✓ Eyesight checks **must** be carried out every 6 months, after involvement in a road traffic collision, incident, or near-miss, and pre-employment, or at the start of a specific contract
- ✓ A method for any driver taking prescription or over-the-counter medication to report these to their line manager
- ✓ How health and impairment issues are monitored
- ✓ How remedial action is taken as necessary
- ✓ How night-time and lone workers are managed
- ✓ How information on driver illness is processed between HR and the Transport Manager/responsible person
- ✓ Procedures for investigating driver health and impairment issues and how disciplinary matters are dealt with
- ✓ Providing staff with information of service providers that can provide helpful guidance on health, wellbeing and mental health (e.g., [Mates in Mind](#), [Samaritans](#) etc).

The procedure **must** be supported by a driver's annual declaration of fitness, health, and eyesight.

1.7 Drug and alcohol testing

A policy and supporting procedure **must** be in place that also includes the actions to take when suspecting impairment through drugs or alcohol for drivers and other staff involved in the transport operation. Drug and alcohol testing **should** be conducted:

- ✓ Routinely, randomly, or unannounced
 - ✓ After involvement in a road traffic collision, incident, or near-miss
 - ✓ Pre-employment or at the start of a specific contract.
-

1.8 Mobile devices

A policy and supporting procedure **must**:

- ✓ Prevent the use of handheld mobile communication devices whilst driving on behalf of the organisation
- ✓ Outline the minimum standard for using hands free mobile communication devices whilst operating on behalf of the organisation
- ✓ Ensure driver behaviour is monitored and remedial action taken where necessary
- ✓ Include instructions and training on the use of mobile communication devices, such as mobile phones, tablets, PDAs, navigation aids and laptops
- ✓ If satellite navigation systems are used, they **must** be specific to the vehicle type, weight, and dimensions
- ✓ Include procedures for investigating policy breaches and dealing with disciplinary matters.

CRITERIA

1.9 Transport Infringements

A policy and supporting procedure relating to speeding and other road traffic offences **must** be in place and **must** include:

- ✓ A process for monitoring speed limit compliance
- ✓ Procedure for managing and investigating all identified and reported speeding and other road traffic offences
- ✓ Remedial actions are implemented to prevent recurrence.

1.10 Passenger safety

A policy and supporting procedure **must** be in place for any vehicle designed to carry one or more passengers, safely and comfortably. The policy **must** include:

- ✓ Information on permitted number of passengers
- ✓ Consideration when carrying children, elderly and disabled people
- ✓ The mandatory wearing of seatbelts
- ✓ Not distracting the driver
- ✓ Not obstructing the drivers' field of view
- ✓ Safe parking arrangements
- ✓ Managing conflict situations
- ✓ Passenger embarkation and disembarkation along with emergency procedures.

If vehicles are accessible to disabled people, then there **must** be instructions and training for the driver covering the following:

- ✓ Securing wheelchairs
- ✓ Securing/stowing and releasing any load restraints
- ✓ Emergency exits not being obstructed
- ✓ Emergency procedure for any equipment for example fire extinguishers.

1.11 Complaints

A policy and supporting procedure **must** be in place to ensure that operational complaints and driving standards complaints are investigated and used to improve operational performance. The policy and procedure **must** include:

- ✓ Action to take in the event of an operational complaint
- ✓ Action to take in the event of a driving standards complaint
- ✓ How complaints are recorded and investigated
- ✓ How complaints are escalated if unresolved
- ✓ How improvement action is implemented and recorded to prevent recurrence.

Complaints **must** be investigated within 10 working days.

CRITERIA

1.12 Security and counter terrorism

A policy and supporting procedure **must** be in place to ensure operational security and counter terrorism is managed. It **must** cover vehicle security, suspicious behaviour, awareness of suspicious objects attached to vehicles and hijacking threats. The policy **must** include:

- ✓ The responsible person/champion for counter terrorism
- ✓ How access to restricted areas of the premises is controlled
- ✓ How keys and access codes are protected
- ✓ Reporting suspicious events both internally and to the relevant authorities
- ✓ Instructions, training and communications on operational security and counter terrorism for drivers and staff
- ✓ How knowledge of the current national and international terrorist risk and threats is gained
- ✓ Dealing with unexpected delays or diversions during a scheduled journey
- ✓ Contingency planning to allow the operation to continue normally after a security incident.

Supporting procedures **must** cover:

- ✓ Preventing a vehicle being stolen or hijacked
- ✓ Unusual or suspicious behaviour by staff or visitors within the workplace
- ✓ Unusual or suspicious behaviour by other road users, including hoax enforcement officers
- ✓ Dealing with unusual, unattended, or suspicious objects found or concealed within the workplace
- ✓ Complying with [ADR chapter 1.10](#), where high consequence dangerous goods are involved.

1.13 Sub-contracted operators

A policy and supporting procedure **must** be in place to ensure any sub-contracted operations are conducted legally. Evidence **must** include:

- ✓ A procedure and minimum standard for utilising sub-contracted operations
- ✓ Contractual agreements between the operator and any sub-contractor
- ✓ An approved sub-contractor or supplier list.

1.14 Policy documentation

Any policy or procedure required by the Mission Zero Quality Standard **must** be written and communicated through supporting documentation. Supporting documentation includes:

- ✓ Risk assessments, work instructions or method statements
- ✓ Communications, such as a handbook for drivers and other staff
- ✓ Routine and reactive communications
- ✓ Signed declarations confirming receipt of reviewed policies, risk assessments or method statements
- ✓ Details of annual and periodic document reviews
- ✓ Clear lines of responsibility and reporting procedures.

All documentation **must** be reviewed annually as a minimum and communication records retained for a minimum of 12 months.

CRITERIA

Mission Zero documentation **must** be version controlled. Version control **must** include:

- ✓ The version number
 - ✓ The review date
 - ✓ The reviewer's name
-

1.15 Insurance

A procedure **must** be in place including the responsible person to ensure applicable insurances are in place and that all liabilities are covered. This includes:

- ✓ Third-party insurance for vehicles as a minimum
 - ✓ Goods in transit insurance (if applicable)
 - ✓ Public liability insurance
 - ✓ Employer liability insurance (if applicable).
-

1.16 Vehicle tax

A procedure **must** be in place including the responsible person, to ensure all vehicles in the fleet have been taxed.

- ✓ Forward planning to ensure expiry dates are known and managed
 - ✓ Timely renewal of annual vehicle tax at the correct revenue rate
 - ✓ A procedure for dealing with vehicles that are under Statutory Off-Road Notification (SORN).
-

A method for drivers to check whether a vehicle is taxed **should** be in place.

1.17 Sustainability

The operator **must** have a policy and supporting procedures in place to demonstrate how the Operator manages sustainability within their workplace. This **must** include:

- ✓ Adopts the '4Rs' principal to waste management; Reduce, Reuse, Recycle and Recover
- ✓ A plan to reduce single use plastics within the transport operation (e.g. reusable security seals, Velcro or cardboard pallet strapping etc.)
- ✓ Ensuring energy inefficient devices are either retrofitted or replaced with energy saving devices (Appliance Replacement Plan)
- ✓ Name the responsible person/champion for sustainability
- ✓ Providing staff with advice and guidance on how to save energy whilst working on-site.

CRITERIA

2.1 Drivers hours and working time

A policy and supporting procedure **must** be in a place to manage drivers' hours, Working Time Directive (WTD) and tachographs. Drivers' hours and working time **must** be monitored for compliance. Compliance monitoring includes evidence of:

- ✓ Analysis of drivers' hours and working time records
- ✓ Managing and scheduling of drivers considering Drivers' Hours Rules and Working Time Directive
- ✓ A procedure for recording non-driving shifts
- ✓ Corrective action in the event of infringements
- ✓ Absence days being correctly accounted for
- ✓ A collective or workforce agreement and any opt outs as appropriate
- ✓ A documented procedure to identify and report infringements and manage repeat offenders
- ✓ Evidence to show each infringement has been investigated
- ✓ A process for monitoring infringement types, frequency and trends
- ✓ Evidence to show each infringement has been actioned
- ✓ Identification of trends, repeat offenders, driving without a card, speed, and unaccounted mileage
- ✓ Any manual entries and amendments being justified.

2.2 Tachograph records and downloads

A policy and supporting procedure **must** be in place to manage drivers' hours records.

- ✓ Drivers' hours records **must** be returned to the transport office within 42 days. Action **must** be taken to deal with drivers not returning records within this timescale.

A procedure **must** be in place to download driver tachograph card data. The procedure **must** include:

- ✓ Periodic download frequency of no more than 14 days
- ✓ The process for downloading driver card data
- ✓ How and when the data will be analysed.

A procedure **must** be in place to download vehicle unit tachograph card data. The procedure **must** include:

- ✓ Periodic download frequency of no more than 42 days
- ✓ The process for downloading vehicle unit data
- ✓ How and when the data will be analysed
- ✓ Driver's hours records retention
- ✓ Supplying sufficient printer rolls, charts, and logbooks.

CRITERIA

A procedure **must** be in place to analyse records within 7 days of download from the driver card or vehicle unit.

A procedure and storage method **must** be in place to retain drivers' hour records for a minimum of:

- ✓ 12 months for Drivers' Hours Rules
- ✓ 24 months for Working Time Directive.

If tachograph analysis is contracted out, an effective regime of periodic audits **must** be conducted to establish and maintain quality standards. A robust administrative process **must** be in place that evidence:

- ✓ Current and previous tachograph analysis contracts
- ✓ Quality management audits of the tachograph analysis provider and their work
- ✓ How records will be retained for the minimum periods.

Analogue and digital tachograph records **must** be analysed within seven days of the (driver card or vehicle unit) download to identify infringements. Evidence **must** include:

- ✓ A detailed documented analysis and audit procedure
- ✓ Identifying and reporting infringements within 28 days of the infringement date
- ✓ Identification of Most Serious Infringements (MSI) and action taken.

2.3 Tachograph card management

A policy and supporting procedure **must** be in place to manage driver and company tachograph cards. The procedure **must** include:

- ✓ A register (or depot registers) for all card holders within the organisation
- ✓ Forward planning to ensure expiry dates are known and managed
- ✓ Replacement of expired, lost, or defective cards
- ✓ Instructions, training, and communications to support the procedure for drivers and responsible staff.

The register for card holders **must** include details, dates and number of replacement or lost cards for each driver within the past 12 months.

CRITERIA

3.1 Recruitment and retention

A policy and supporting procedure **must** be in place to demonstrate active steps are taken to improve the professional status of drivers and help address driver shortage. This includes:

- ✓ Ensuring pay and employment conditions are sufficient to attract and retain drivers
- ✓ Physical working conditions are equivalent to those in place for all staff in the organisation
- ✓ Embracing technology and innovation to improve drivers' working environment
- ✓ Monitor staff turnover as a percentage, reviewing trends to seek improvements
- ✓ Proactively recruits individuals from diverse backgrounds.

The Operator **should** have an anti-discrimination policy in place to prevent discrimination and protect staff from offensive and harmful behaviours and promote a positive culture of mutual respect and zero tolerance for all forms of workplace harassment. A driving licence acquisition programme **should** be in place to introduce new HGV driving licence holders into the profession. [DfT Guidance: Becoming a Lorry Driver](#) **should** be followed.

The vehicle to new licence ratios are:

- ✓ Up to 20 vehicles – no commitment
- ✓ 21-50 vehicles – one driver trained every three years
- ✓ 51-150 vehicles – two drivers trained every three years
- ✓ 151-250 vehicles – three drivers trained every three years
- ✓ Over 250 vehicles – four drivers trained every three years.

Staff resources

Adequate staff resources **must** be appointed to run the transport operation efficiently. This includes permanent staff, agency staff and contractors. The following documentation **must** be in place to evidence staff resources:

- ✓ Organisational chart showing all appointments and clear lines of responsibility including but not limited to; responsible person/champion for fuel and emissions, collisions (road risk), counter terrorism and noise
- ✓ Job descriptions outlining the accountabilities of each role
- ✓ Competence levels required for each role.

Driver recruitment

A procedure for driver recruitment **must** be in place that considers a competence level for compliance with regulations, road traffic law and the conditions of the Operator Licence. The procedure **must** include:

- ✓ An interview process
- ✓ Non-UK licence holders
- ✓ DVLA licence check for UK licence holders prior to appointment to role
- ✓ Background checks, such as eligibility to work in the UK
- ✓ Collision history and unspent convictions
- ✓ Verification of previous training, driver licensing and DQC validity prior to appointment
- ✓ Vehicle and equipment familiarisation
- ✓ Details of any organisation-specific rules and notification to new drivers
- ✓ How organisational inductions are conducted
- ✓ How critical safety procedures are instructed, such as driver walk around checks and defect reporting.

CRITERIA

A personal development programme **must** be in place for trainee drivers and apprentices.

Recruitment and interview records **must** be retained in accordance with the [General Data Protection Regulation \(GDPR\)](#).

The procedure **should** include evidence of driving assessment prior to appointment.

Drivers pay and incentives

Where a driver incentive scheme is operated, it **must** promote best practice and road safety and include:

- ✓ Documented process with incentives to enhance good driver behaviour
 - ✓ Staff training and notifications that prevents or prohibits the breaking of any rules.
-

3.2 Staff and driver competence

A procedure **must** be in place to manage any training requirements applicable to staff resources in the transport operation. This procedure **must** include:

- ✓ Assessment of training needs for each appointed person including up skilling specific to the nature of the operation
- ✓ Training and development plans for each appointed person
- ✓ All mandatory training to be included within their induction process
- ✓ Evidence of relevant training specific to the nature of the operation
- ✓ Well documented actions and monitoring.

All drivers **must** be correctly licensed and Driver CPC qualified (HGV drivers only). A documented procedure **must** be in place that includes:

- ✓ [DVLA checks](#) of licence validity, categories, expiry dates, conditions, penalty points and disqualification
- ✓ Monitoring of Driver CPC qualification cards held by drivers including expiry dates
- ✓ Periodic licence checks with a risk-based approach for more frequent checks
- ✓ Compliance with [Driving Licence Codes](#) such as 01 eyesight correction
- ✓ The procedures in place to manage driving licence offences, infringements, and penalty points
- ✓ Instructions to drivers regarding notification of driving licence offences, infringements, and penalty points.

The procedure **must** be supported by a driver's annual licensing and endorsement declaration.

3.3 Driver behaviour

A Driver behaviour policy and supporting procedure **must** be in place and **must**:

- ✓ Outline the driving standards expected whilst operating on behalf of the organisation
- ✓ Outline the minimum legal road traffic standards where applicable
- ✓ Ensure driver behaviour is monitored and remedial action taken where necessary
- ✓ Include procedures for investigating driving standards issues and dealing with disciplinary matters
- ✓ Outline how repeat offenders are investigated and managed.

CRITERIA

3.4 Agency drivers

A policy and supporting procedure **must** be in place which covers temporary staff and drivers, such as agency and contractors and **must** operate to the same standard as permanent staff and drivers. The procedure for this **must** include:

- ✓ Contractual arrangements with all driver agencies used
- ✓ Driving licence and Driver CPC checks prior to commencement of work
- ✓ Checks on competence and familiarisation with the vehicle, equipment, policies, and procedures
- ✓ Periodic download of agency driver tachograph card data dependent on contract length - this **may** mean daily downloads
- ✓ Monitoring agency driver Working Time Directive and Drivers' Hours rules compliance
- ✓ The management of agency driver non-compliance, offences, and infringements.

3.5 Transport management

A competent transport manager/responsible person **must** be nominated, appointed, and have control and involvement with the operation.

The transport manager/responsible person having the ability and competence to fulfil their duties including:

- ✓ Being included on an organisational chart showing:
 - Chain of responsibility
 - Reporting line to the Operator Licence holder
 - Any tasks delegated to others
- ✓ Undertaking Continuing Professional Development and CPC (if applicable) refresher training within the past five years
- ✓ Being in contact with the day-to-day operation sufficient to maintain effective management control
- ✓ Having accountability and full management control of the responsibilities that are delegated to others
- ✓ The operator **must** demonstrate they keep up to date with industry and legislation developments and changes. For example, bulletins, subscriptions, trade association membership and social media platforms
- ✓ A formal employment contract or sub-contract in place stating contracted hours of work.

The following additional requirements below are applicable to Standard National and International Operator Licence holders only.

The transport manager having the ability and competence to fulfil their duties in accordance with Senior Traffic Commissioner Statutory Document No. 3 and:

- ✓ The transport manager **must** also have the ability and be included on a Standard or Standard International Operator Licence if applicable
- ✓ Hold a Certificate of Professional Competence (CPC) applicable to the operation.

Where the operator does not have an operator licence, the responsible person is required to complete CPD every 5 years aligned to the type of vehicles they operate.

CRITERIA

3.6 Continuing Professional Development

A programme of Continuing Professional Development (CPD) **must** be in place for each member of staff involved in the transport operation. The CPD programme **must** comply with the [DfT Driver CPC training requirements](#) and cover the driver's legal obligations. This includes:

- ✓ A forward plan of at least 35 hours training for each driver every five years, if in scope of Driver CPC
- ✓ Records of completed training, dates, and course titles for each driver
- ✓ Driver CPC training subjects that are of value to both the organisation and the driver, if applicable.

Any other driver training needs relevant to the operation **must** be planned and delivered with records retained.

The CPD programme for each driver **must** include:

- ✓ Awareness of the safety of vulnerable road users completed in the past twelve months
- ✓ Awareness of fuel efficiency and environmental protection completed in the past two years
- ✓ Awareness of security and counter terrorism completed in the past two years.

Awareness training **may** be delivered via eLearning, classroom learning or in-company briefing sessions. The Operator **should** consider the use of digital or online courses/tools (if appropriate) to help reduce staff travel time, mileage and emissions.

The CPD programme for each driver **should** include:

- ✓ DVSA approved immersive training on the safety of vulnerable road users completed in the past five years on both urban and rural roads
- ✓ DVSA approved training on fuel efficiency and environmental protection completed in the past five years.

Vulnerable road user training **must** cover urban and/or rural road risk dependent on the type and location of the operation. Training **may** be delivered via on-cycle, virtual reality, or drama-based multimedia. There **must** be at least one day of professional development within the past year and one day planned for the year ahead. Records of training **must** be made available and be in an accessible format for checks by an external authority. Proactive learning activities **may** include training, workshops, events, e-learning programs, best practice techniques and ideas sharing, all focused for the individual.

The CPD programme for managers **should** include:

- ✓ Training course on fuel and emissions
- ✓ Training course on managing road risk
- ✓ Training course on collision investigation.

To allow for recruitment and driver turnover, a tolerance in outstanding training may be accepted, but **must** be justified at the audit.

CRITERIA

3.7 Communication campaigns

Communication campaigns dealing with current issues affecting the operation **must** be planned, delivered to staff and drivers. They **should** be aligned to [DfT Think Road Safety](#) and [HSE Health and Safety topics](#). Evidence **must** include:

- ✓ A 12-month plan of communications campaigns
- ✓ Use of material published by national and regional government
- ✓ Issues specific to the operation.

CRITERIA

4.1 Maintenance planning

A policy and supporting procedure (serviceability, maintenance, and road worthiness) **must** be in place which includes a robust and effective forward plan for vehicle and trailer maintenance and inspections. This **may** be in either a manual or digital format. All planned maintenance **must** be in accordance with the [DVSA's Guide to Maintaining Roadworthiness](#). The forward plan **must** include:

- ✓ The full scope of the planning, such as:
 - Annual testing
 - Preventative maintenance (safety) inspections
 - Maintenance and servicing
 - First use inspections
 - Brake tests
 - Tachograph and speed limiter calibration
 - Emissions control systems
 - Lifting Operations and Lifting Equipment Regulations (LOLER) inspections
 - Provision and Use of Work Equipment Regulations (PUWER) inspections
- ✓ At least six months' forward planning
- ✓ Vehicle Off the Road (VOR) identification
- ✓ Scheduling for vehicle road tax renewal
- ✓ Process for ensuring vehicle and trailer component recalls are actioned.

A laden brake test **should** be conducted at each preventative maintenance (safety) inspection.

Annual test results **must** be monitored to identify trends in defects and take action to improve first time pass rates. This includes:

- ✓ A documented process to monitor annual test results for all vehicles and trailers in the fleet
- ✓ Records of monitoring all vehicles and trailers in the fleet.

Vehicle maintenance and inspection records **must** be audited and analysed. Auditing **may** be conducted internally or externally by competent staff. Evidence **must** include:

- ✓ A detailed documented audit and analysis procedure
- ✓ A periodic audit of maintenance and safety inspections documentation
- ✓ Identification of trends, date variances to plan, common defects, and missing records
- ✓ Identification of Most Serious Infringements (MSI) and action taken
- ✓ Gate checks or supervisory checks to verify effectiveness of driver walk around checks and load safety.

4.2 Tachographs and speed limiters

A policy and supporting procedure **must** be in place for planning, repairing and calibrating tachograph equipment and speed limiters. This **must** include:

- ✓ A process for monitoring equipment effectiveness
- ✓ Consistent and effective planning for calibration
- ✓ Evidence of planning calibration dates
- ✓ Evidence of defects reported and repairs
- ✓ Records for mandatory checks, calibration, maintenance, and repairs.

CRITERIA

4.3 First Use Inspections

The policy and supporting procedure **must** manage first use of vehicles and trailers – including hire vehicles, third party trailers and those being brought back into use. The procedure **must** include:

- ✓ Safety inspections at the start of hire periods
- ✓ Records of first use and corresponding inspections
- ✓ How the roadworthiness of third-party trailers is established prior to use.

4.4 Maintenance (if maintenance is conducted in-house)

If maintenance is conducted in-house, facilities **must** be in place for vehicle and trailer maintenance and safety inspections. The requirement is:

- ✓ Facilities **must** be adequate to maintain all vehicles and trailers operated
- ✓ Maintenance provision **must** align with that specified on the Operator Licence
- ✓ Documentation **must** be held for all equipment used for repair, servicing, and calibration
- ✓ Adequate method of brake testing at each safety inspection.

Trained and competent technical staff **must** be employed to undertake vehicle and trailer maintenance and safety inspections. This requires evidence of:

- ✓ A documented process for of staff training and CPD
- ✓ Records of competence
- ✓ Undertaking of refresher training within the past five years.

4.5 Maintenance (if maintenance is contracted out)

If maintenance is contracted out, the maintenance provider used **must** be as specified on the Operator Licence. A robust administrative process **must** be in place that evidence:

- ✓ Current and previous maintenance contracts
- ✓ Quality management audits of the maintenance provider and their work
- ✓ Effective periodic audits to establish and maintain quality standards of maintenance and inspections
- ✓ Adequate method of brake testing at each safety inspection.

Periodic audits **may** be internal auditing, competent staff or external auditing resource. Where an external auditing resource is employed, they **must** be independent and impartial.

Trained and competent technical staff **must** be employed to undertake vehicle and trailer maintenance and safety inspections. This requires evidence of:

- ✓ A documented process for of staff training and CPD
- ✓ Records of competence
- ✓ Undertaking of refresher training within the past five years.

CRITERIA

4.6 Inspection frequency

The policy and supporting procedure **must** ensure the frequency of periodic maintenance and inspections are clearly stated and adhered to. The Operator **must** ensure:

- ✓ Inspection records and forward planning is aligned with the conditions of the Operator Licence
- ✓ Complying with the agreed inspection frequency on the Operator Licence
- ✓ Justifying any deviation from the agreed frequency on the Operator Licence
- ✓ Having a robust documented VOR procedure in place.

4.7 Safety critical defects & prohibitions

The policy and supporting procedure **must** ensure any safety critical defects identified, prohibitions encountered, or collision damage **must** be investigated and effectively managed. The investigation **must** establish causes, identify any trends and document any action taken:

- ✓ A procedure to identify and manage safety critical defects, prohibitions, and collision damage
- ✓ Training and communications delivered to drivers to deal with early defect recognition
- ✓ Access to up-to-date guidance documentation, such as the [Categorisation of Defects manual](#)
- ✓ Copies of any remedial action for prohibitions, such as correspondence to the Traffic Commissioner or DVSA.

4.8 Vehicle recall

The policy and supporting procedure **must** ensure that on receiving notification of a safety recall for a vehicle from a manufacturer, prompt action **must** be taken to ensure the rectification work is completed. A procedure **must** be in place to ensure:

- ✓ Vehicle safety recalls are rectified as soon as possible
- ✓ Any rectification is recorded in the vehicle file.

4.9 Maintenance and safety inspection documentation

The policy and supporting procedure **must** ensure all maintenance and safety inspections are documented. Documentation and records **must** be:

- ✓ In compliance with the [DVSA Guide to Maintaining Roadworthiness](#) as a minimum
- ✓ Complete for all vehicles and trailers in the fleet and include necessary signatures
- ✓ Legible, accessible and readily retrievable for audit
- ✓ Held for a period of 15 months as a minimum.

Where a digital system is used to record inspections, it **must** meet the requirements as stated in the [DVSA Guide to Maintaining Roadworthiness](#).

CRITERIA

4.10 Walk around checks

The policy and supporting procedure **must** ensure an effective procedure is in place for walk around checks of all vehicles and trailers in the fleet, including hired and loaned vehicles and third-party trailers. The effective walk around check procedure **must** include:

A daily (or before use) vehicle check record covering:

- ✓ Wheels and tyres
- ✓ Brakes and steering
- ✓ Lights and markers
- ✓ Mirrors and glass visibility
- ✓ Fluid levels and any leaks
- ✓ Vulnerable user safety equipment
- ✓ Wipers and washers
- ✓ Load restraint
- ✓ Horn
- ✓ Excessive engine exhaust smoke
- ✓ Cab interior including seatbelts
- ✓ Coupling and towing, where applicable.

Where a defect has been identified the following details **must** be recorded:

- ✓ Vehicle registration number
- ✓ Date of defect reported
- ✓ Driver's name
- ✓ Driver's signature
- ✓ Details of the defect
- ✓ Name of who the defect was reported to
- ✓ Date of defect rectification
- ✓ Signature of who has rectified defect
- ✓ Vehicle identification number for trailers, where relevant.

Instructions, training, and communications to support the procedure, for drivers and responsible staff.

4.11 Driver defect reporting

The policy and supporting procedure **must** include identifying and reporting defects, this **must** include recording 'Nil' defects. Evidence of the procedure **must** include:

- ✓ Comprehensive instructions and a corrective process for all staff
- ✓ Reported records of defects and Nil defects

CRITERIA

- ✓ Maintenance and repair work aligning to reported defects
 - ✓ Instructions, training and communications to support the procedure, for drivers and responsible staff
 - ✓ Carry out a gap analysis on driver reportable defects that are picked up at inspections.
-

4.12 Vehicle weight and dimensions

A policy and supporting procedure **must** be in place to ensure maximum permissible weight and dimensions are not exceeded for the vehicle and the route taken. The procedure **must** align to [Network Rail Good Practice Guide for Transport Managers](#) and include a method to ensure:

- ✓ Vehicle weight limits and dimension data is known and communicated to drivers
- ✓ In cab height indicators are fitted and display correct vehicle height when above 3 metres (9.84 ft)
- ✓ Weight compliance is monitored and managed
- ✓ Height compliance is monitored and managed
- ✓ Drivers are consistently aware of the height of their vehicle for various loads
- ✓ Drivers travel the most suitable route to avoid low bridges, structures, and restrictions
- ✓ Driver training covering vehicle load distribution and height awareness
- ✓ Training for all staff involved in load distribution, height awareness, routing and scheduling.

4.13 Load security and equipment

A policy and supporting procedure **must** be in place to ensure all vehicles are loaded safely and securely restrained. The procedure **must** be in accordance with the [DfT Code of Practice: Safety of Loads on Vehicles](#) and include a method to ensure:

- ✓ All vehicle loading and associated activities are conducted safely and compliantly including coupling and uncoupling of trailers
- ✓ Correct loading and restraint equipment is available, serviceable, and used
- ✓ Instructions for using loading and restraint equipment is documented and communicated to drivers
- ✓ Consignor load plans are available and in use where applicable
- ✓ Driver training regarding vehicle loading, unloading and load security
- ✓ Training for all staff involved in vehicle loading, unloading and load security.

All appropriate equipment **must** be used in the correct manner and in line with any user instructions and health and safety requirements.

CRITERIA

4.14 Vehicle beacons and conspicuous markings

A policy and supporting procedure **must** ensure vehicles employed in construction, highways maintenance, snow clearance or gritting operations **must** be fitted with [Traffic Signs Manual Chapter 8](#) conspicuous markings and a flashing amber roof-mounted warning beacon or lightbar that is visible from front, rear and both sides of the vehicle.

A procedure for using flashing amber beacons **must** also be in place that includes the correct use and instructions to drivers when:

- ✓ Operating within a worksite
- ✓ Entering or leaving a worksite
- ✓ Travelling on the highway at a speed slower than the general traffic speed
- ✓ Stationary on the highway or hard shoulder
- ✓ Stationary within the confines of a fully installed traffic management arrangement.

All other vehicles **must** be fitted with conspicuous markings in accordance with the [Road Vehicles Lighting Regulations 1989](#).

4.15 Wheels and tyres

A policy and supporting procedure **must** be in place to manage wheel condition, tyre selection, age, condition, and replacement. The procedure **must** include:

- ✓ Wheel maintenance plan
- ✓ Wheel nut torque instructions
- ✓ Tyre storage and selection considering vehicle type and operating conditions
- ✓ Tyre monitoring of pressures, trends in wear, damage and age (no more than 10 years old)
- ✓ Instructions to drivers and maintenance staff on recognising and reporting tyre issues
- ✓ Ensure any tyre repairs are completed to the British Standard
- ✓ Ensuring any notifiable alteration is communicated using [Form VTG10](#)
- ✓ Legal disposal or recycling of old tyres
- ✓ Torque wrench calibration
- ✓ In compliance with the [DVSA Guide to Maintaining Roadworthiness](#) as a minimum.

CRITERIA

4.16 Hire Vehicles

A policy and supporting procedure **must** be in place for hiring vehicles (long and short term) covering the following:

- ✓ Are hire/loan vehicles/trailers checked for legal compliance before first use in line with DVSA Guide to Maintaining Roadworthiness
- ✓ Maintenance arranged prior to use
- ✓ Vehicles and trailers maintained at the same intervals as own vehicles
- ✓ Evidence of the most recent inspection and current MOT Certificate (if applicable)
- ✓ Evidence digital tachograph is locked in/out if applicable (start and end of hire).

4.17 Vulnerable road user safety equipment

For the protection of vulnerable road users, vehicles **must** be fitted with the following basic safety equipment:

- ✓ Blind spot warning signage at the rear of the vehicle
- ✓ Pedestrian warning signage at the side of the vehicle
- ✓ Side underrun protection guards fitted to both sides of the vehicle
- ✓ Class V and VI mirrors where they can be safely mounted over 2 metres in height or a camera monitoring system covering the Class V and VI mirrors field of vision
- ✓ Vulnerable road user safety equipment **must** be included in safety and walk around check documentation
- ✓ Audible reversing alarm to alert other road users of vehicle reversing on all commercial vehicles. These **must** be fitted with a manual switch to mute the sound when required.

For the protection of vulnerable road users, vehicles **should** be fitted with the following safety equipment:

- ✓ Left turn audible warning system to alert other road users of left-turn manoeuvres and in-cab audible warning to alert the driver of a road user in the passenger side blind spot and fitted with a manual switch to mute the sound when required
- ✓ Camera monitoring system that monitors the near side vehicle blind spot
- ✓ Reversing camera fitted to vehicles above 7.5 tonnes.

A register **must** be held that lists all vehicles and the vulnerable road user safety features fitted.

4.18 Grey fleet

A policy and supporting procedure **must** be in place to manage the grey fleet vehicles to a safe and efficient standard where employee personal cars are used for business purposes. This **must** include:

- ✓ Compliance with the requirements as defined in the minimum standards for Mission Zero
- ✓ Encourages efficient journeys, i.e. fewer miles driven.

CRITERIA

5.1 Driver scheduling

A policy and supporting procedure **must** be in place for scheduling of drivers and **must** take full account of Drivers' Hours Rules and Working Time Directive. A documented procedure **must** be in place that:

- ✓ Effectively implements scheduling operations to comply with Drivers' Hours Rules and Working Time Directive
- ✓ Ensures staff are competent in Drivers' Hours Rules and Working Time Directive for the purpose of scheduling
- ✓ Evidences the level of control the Transport Manager/responsible person has for driver scheduling
- ✓ Evidence of a reporting procedure that deals with schedule conflicts.

A secondary employment policy **must** be in place to ensure all driver working time is accounted for.

5.2 Routing

The policy and supporting procedure **must** be in place to plan routes that are compliant, safe, and efficient for drivers to follow. This includes construction routes, Clean Air Zones, permit controlled routes, routes for abnormal load movements and restricted routes.

Routing **must** aim to reduce environmental impact and avoid congested areas whilst maintaining compliance.

If satellite navigation systems are used, they **must** be specific to the vehicle type, weight, and dimensions.

Any deviations from scheduled routes **must** be documented and investigated.

The policy and supporting procedure **must** ensure adherence with any specific site rules implemented by customers. Where relevant, the supporting procedure **must** include, but not limited to:

- ✓ Instructions in writing (in colour for ADR requirements)
- ✓ Risk assessment
- ✓ Site access points
- ✓ Personal protective equipment
- ✓ Use of beacons and hazard warning lights
- ✓ Passenger safety.

The operator **should** be monitoring and reporting their percentage of empty running (if applicable to their operation e.g. 3PL) with an aim to reduce the percentage as much as reasonably practicable.

5.3 Quiet deliveries

The policy and supporting procedure **must** be in place that is in accordance with the DfT Quiet Deliveries Good Practice Guidance and **must** include:

- ✓ Review noise levels of vehicles & equipment and who could be affected
- ✓ Reducing operations noise levels, for example vehicle specification, equipment and procedures
- ✓ Implementing a code of practice to influence driver behavior.

The policy **should** include a noise impact assessment of the operating centers.

CRITERIA

5.4 International operations - cabotage

Where international operations are conducted, the policy and supporting procedure **must** be in place to ensure cabotage regulations are complied with. The procedure **must** be in accordance with [DfT Guidance on International Road Haulage](#) and include:

- ✓ The cabotage restriction limits and how they will be complied with
 - ✓ The responsibilities and effective management control of international operations and cabotage
 - ✓ Instructions, training and communications to support the procedure for drivers and responsible staff
 - ✓ How performance is recorded and reviewed over the previous 12 months
 - ✓ Processes **must** be documented, responsibilities clearly communicated, and performance regularly (at least annually) reviewed.
-

5.5 International operations - clandestine entrants

Where international operations are conducted, a policy and supporting procedure **must** be in place to prevent clandestine entrants hiding in or on a vehicle to avoid UK border controls. The procedure **must** be in accordance with [Government Guidance on Helping Stop Illegal Immigration](#) and include:

- ✓ The responsibilities and effective management control to prevent clandestine entrants hiding in or on vehicles
- ✓ Incorporation of [vehicle security checks](#) into daily walk around checks
- ✓ The devices that are used to safely secure the vehicle, load, and load space
- ✓ Instructions, training, and communications to support the procedure for drivers and responsible staff
- ✓ The actions to take if someone hides in or on a vehicle.

All drivers and staff **must** be aware of the [Government Code of Practice on Preventing Clandestine Entrants](#).

The [Home Office Civil Penalty Accreditation Scheme](#) **should** be reviewed and considered.

CRITERIA

5.6 Specialist operations

Where specialist equipment or unusual loads are concerned, a policy and supporting procedure **must** be in place to ensure the type of operation and equipment involved are effectively managed. The procedure **must** include a method to ensure:

- ✓ Specialist operations and specialist equipment activities are conducted safely and compliantly
- ✓ Appropriate licences or permits are in place for the operation
- ✓ Drivers and staff are trained, qualified and aware of their duties regarding the specialist operation
- ✓ Any maintenance and safety inspection arrangements are in place
- ✓ Any health and safety obligations are complied with
- ✓ An appointed person is nominated for specialist operations who is trained, experienced and qualified if applicable
- ✓ DGSA reports showing involvement of management along with an annual report
- ✓ Packaging rules are being followed
- ✓ Management monitoring process to prevent breaches
- ✓ Instructions in writing relate to individual drivers' native language that they understand and are in colour (not black and white if ADR).

For the carriage of dangerous goods by road (ADR), [HSE](#) and [DfT](#) guidance **must** be followed and a Dangerous Goods Safety Advisor (DGSA) **must** be appointed.

For the carriage of abnormal indivisible loads (AIL), [DfT](#) guidance and [ESDAL](#) procedures **must** be followed.

For Longer Semi Trailers (LST), a procedure **must** be in place, and formal notification to operate LSTs must be evidenced.

GETTING THE MOST FROM YOUR MISSION ZERO ACCREDITATION

Being prepared

Make sure your team has read and understood the requirements of this document

Audit is a two-way conversation

Whilst it is important to listen to the auditor's account of how the requirements are met and to note any tips and advice they offer. It is also an opportunity to ask questions and to advise the auditor of any plans you may have to make changes or improvements to your operation.

Advise us of changes

This may be something like a change of a key member of staff such as the transport manager, a change in policy or an expansion of your operation.

Display the Mission Zero logo

Ensure your Mission Zero signage and logos are correct and up to date. Displaying Mission Zero signs and branding will give those you engage with assurance of your accreditation – show it off! Logos for online use and in-print are available to download from your Mission Zero Accreditation Portal (MZAP).

Send us good quality images

We would like to use your good quality images in our communications to promote good practice and your company's accreditation.

We are here to help

We want to help operators attain and retain their accreditation, so feel free to contact us at any time if you have questions or need help. We are available all year – not just at the point of audit!

Informing us of changes

To ensure your accreditation is not affected, you **must** let us know of key changes. Key changes include:

- ✓ Company name
- ✓ Scope or scale of operation
- ✓ Address change of any site in scope of accreditation
- ✓ Status of Operator Licence or any other operating permit
- ✓ Business, director or transport manager prosecutions and convictions
- ✓ Company registration number
- ✓ Directors
- ✓ Ownership
- ✓ Contact details.

For all enquiries, please contact:

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ANNEX 1 - POLICIES AND RISK ASSESSMENTS

Policies and risk assessments or method statements as required by the Mission Zero Quality Standard

Each Key Management Area is required to have a policy and supporting procedure that includes the sub demonstrations within each KMA therefore having five policies in total.

Mission Zero documentation **must** be version controlled. Version control **must** include:

THE VERSION NUMBER	THE REVIEWER'S NAME
THE REVIEW DATE	THE APPROVER'S NAME

Policies required by the Mission Zero Quality Standard

Policy and Procedure 1 - KMA1 Managing the operation

This policy and procedure **must** cover the following sub demonstrations:

- ✓ Zero collisions, zero emissions and zero prohibitions
- ✓ Health and safety
- ✓ Driving standards
- ✓ Driver health and impairment
- ✓ Drugs and alcohol
- ✓ Mobile devices
- ✓ Transport infringements
- ✓ Passenger safety
- ✓ Complaints
- ✓ Security and counter terrorism
- ✓ Sub-contracted operators
- ✓ Sustainable operations.

Policy and Procedure 2 - KMA2 Managing drivers

This policy and procedure **must** cover the following sub demonstrations:

- ✓ Drivers' hours and working time
- ✓ Tachograph records and downloads
- ✓ Tachograph card management.

Policy and Procedure 3 - KMA3 Managing Staff

This policy and procedure **must** cover the following sub demonstrations:

- ✓ Recruitment and retention
- ✓ Agency drivers.

Policy and Procedure 4 - KMA4 - Managing vehicles

This policy and procedure **must** cover the following sub demonstrations:

- ✓ Maintenance, serviceability, and road worthiness
- ✓ Vehicle weight and dimensions
- ✓ Load security and equipment
- ✓ Vehicle beacons and conspicuous markings
- ✓ Hire vehicles
- ✓ Grey fleet
- ✓ Wheels and tyres
- ✓ Mobile devices.

Policy and Procedure - KMA5 - Managing the journey

This policy and procedure **must** cover the following sub demonstrations:

- ✓ Driver scheduling
- ✓ Routing
- ✓ Quiet deliveries
- ✓ International operations and cabotage
- ✓ International operations clandestine entrants
- ✓ Specialist operations.

Risk Assessments or method statements

- ✓ Access to vehicles and working at height
- ✓ Working around moving vehicles
- ✓ Reversing, manoeuvring, and turning
- ✓ Coupling, uncoupling and towing trailers
- ✓ Seatbelts, speed, distraction, and adverse weather
- ✓ Safe loading and load restraint
- ✓ Prescribed and designated routes
- ✓ Passenger safety
- ✓ Specialist operations
- ✓ Operational security and counter terrorism
- ✓ Slips, trips and falls
- ✓ Manual handling
- ✓ Night time and lone working
- ✓ Substances hazardous to health
- ✓ Mobile devices.

Risk assessment templates are available for all required risk assessments for the Mission Zero Quality Standard.

ANNEX 2 - GLOSSARY OF TERMS

Certain terminology is used within the Mission Zero Quality Standard and its supporting publications. The full glossary provides the meanings of specific terminology to ensure alignment to the same terms used by other industry bodies.

TERM	MEANING
Accredited Operator	A transport operator having met the Mission Zero Quality Standard.
Action Plan	A record of action points identified at audit and any corrective action recommended by the audit body.
Audit	A verification process of fleet activities to ensure conformity to the Mission Zero Quality Standard. This may be carried out internally or externally by competent staff.
Audit Body	An organisation appointed by the Mission Zero administrator from time to time to undertake the Mission Zero audits.
Audit Report	Written document outlining the audit result and action plan if applicable.
Business Day	Any day excluding Saturdays, Sundays or public or bank holidays in England.
Class V and Class VI mirror	Close-proximity mirrors required on HGVs.
Car	A passenger vehicle with up to eight passenger seats.
Clean Air Zones	A Clean Air Zone is defined an area where targeted action is taken to improve air quality.
CPC	Certificate of Professional Competence – a formal transport management qualification.
CPD	Continuing Professional Development – proactive learning that develop and enhance staff abilities.
Direct Vision	What a driver can see through windows rather than using mirrors or cameras.
Dormant	An organisation that is no longer Mission Zero accredited.
Driver	A person who drives a vehicle that is in scope of Mission Zero accreditation.

TERM	MEANING
Driver CPC	Driver Certificate of Professional Competence – a formal qualification for professional drivers.
DVSA	Driver and Vehicle Standards Agency – an executive agency of the Department for Transport, responsible for safe operating standards on Britain's roads.
Emissions	The harmful gases from vehicle exhaust systems released into the air (typical referred to as 'Tail-Pipe Emissions').
First-use Inspection	A vehicle safety inspection conducted by maintenance staff, required for newly acquired vehicles and vehicles being brought back into service.
Follow-up Audit	An audit which only includes action points raised within an initial or re-approval audit that have not yet met requirements. A follow up audit must be passed within 30 days of the first notification that the initial or re-approval audit has not yet met requirements.
Grey Fleet	Grey fleet vehicles are vehicles owned by employees and used for business purposes.
HGV	Heavy goods vehicle – a goods vehicle with a gross weight over 3,500Kgs.
Internal Fleet Accreditation (IFA)	Operators who have 16 or more Operating Centres and use their own internal transport auditors to conduct Mission Zero audits.
Immersive Learning	Training delivered through the use of on-cycle hazard awareness, virtual reality or drama based multi-media.
Infringement	An illegal act that can lead to warnings, prohibition notices, fixed penalties, or prosecution.
KMA	Key Management Area relevant to the Mission Zero Quality Standard.
Legal Entity	An individual, partnership, organisation, or company that have legal rights and responsibilities.
LEZ	A low-emission zone is a defined area where access by some polluting vehicles is restricted or deterred with the aim of improving air quality. This may favour vehicles such as alternative fuel vehicles, hybrid electric vehicles, plug-in hybrids, and zero-emission vehicles such as all-electric vehicles.
LOLER	Lifting Operations and Lifting Equipment Regulations.
Main Management Centre	The main location where there is centralised infrastructure that supports management, control, and records of a fleet operation.

TERM	MEANING
May	An optional condition in the Mission Zero Quality Standard or an emerging practice.
Mission Zero	A Quality Standard for the road fleet sector.
Mission Zero Marks	Any registered or unregistered trademarks, service marks, trade names, logos, or brand of Mission Zero and any applications for the grant of such rights.
Mission Zero Administrator	Mission Zero Group Limited (Company no. 13429880) with its registered office located 9/9A Business Centre East, Fifth Avenue, Letchworth Garden City, Hertfordshire, United Kingdom, SG6 2TS established to manage and operate the Mission Zero Quality Standard. Company no. 13429880.
Mission Zero Quality Standard	The document detailing the criteria a Mission Zero accredited operator must meet to be accredited.
Multi-site Operation	Operators with a main management centre and one or more Satellite-sites in scope of accreditation operating to the same policies and procedures.
Must	A mandatory requirement in the Mission Zero Quality Standard.
MZAP	Mission Zero Accreditation Portal.
Operator	The accredited company or company seeking to gain accreditation.
OCRS	Operator Compliance Risk Score is a mechanism used to calculate the likelihood of an operator being non-compliant.
Operator Licence	The legal authority to operate a goods vehicle over 3.5 tonnes gross vehicle weight.
Operating Centre	The place where vehicles are normally parked when not in use (Note: this is the same definition used by the Office of the Traffic Commissioner).
PCV	Passenger carrying vehicle - whether or not used for hire or reward e.g. minibus, welfare vehicle.
Plant	Movable plant or equipment being a motor vehicle or trailer specially designed and constructed for use on the public highway.
Policy	A document that determines the rules and strategic direction of the organisation.
Powered Light Vehicle (PLV)	Light vehicles powered by two, three or four wheels used for either passenger or cargo use e.g. cargo bikes, motorcycles, scooters, mopeds, quad bikes.
PPE	Personal Protective Equipment.

TERM	MEANING
Procedure	A document setting out the detailed steps required to meet a requirement.
PUWER	Provision and Use of Work Equipment Regulations.
Registered Operator	A transport operator having applied to be audited against the Mission Zero Quality Standard.
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.
Satellite-site	A place where vehicles are normally parked when not in use and there is infrastructure that supports daily management, control and day to day operational deployment of vehicles.
Scope of Accreditation	The defined boundaries of the transport operation: including main management centre, any satellite sites, operating centres, vehicles and staff.
Should	A recommended requirement in the Mission Zero Quality Standard.
Single-site Operation	Organisations with one operating centre in scope of accreditation.
SORN	Statutory Off Road Notification – a method to stop taxing and insuring a vehicle when it is taken off the road.
Small fleet	A small fleet is an organisation with fewer than five vehicles and fewer than five employees.
Suspension	Mission Zero accreditation is withdrawn temporarily upon written notification. Suspensions are not entitled to use the Mission Zero logo.
Sustainability	The interlinked objectives designed to serve as a “shared blueprint for peace and prosperity for people and the planet” as determined by the United Nations Sustainable Development Goals .
ULEZ	Ultra Low Emission Zone. The ULEZ represents an area of central London where certain vehicle owners will be charged a daily rate for driving their vehicle within the zone.
Vehicle Tax	Also known as Vehicle Excise Duty or Road Tax, a tax paid for most types of vehicles used on public roads.
VOL	Vehicle Operator Licence is a new online system which has been designed to replace Operator Licence Self Service.
VOR	Vehicle Off the Road, a terminology given to a vehicle that indicates it is not roadworthy, unsafe or under repair.

TERM	MEANING
Van	A goods vehicle up to 3.5 tonnes gross vehicle weight.
Vehicle	Road vehicle means a vehicle designed solely or principally for transporting persons, goods or animals by road.
Vulnerable Road User	Road users that require extra care such as cyclists, pedestrians, motorcyclists, and horse riders.
Well-to-Wheel Emissions	Emissions produced in the supply and use of fuel (including electricity) to power a vehicle, including tailpipe emissions of any internal combustion engines.
Withdrawn	Mission Zero Accredited Status is withdrawn and terminated upon written notification. Withdrawals may be restricted re-entry into the scheme for a minimum of six months and be required to undertake an enhanced audit.

ANNEX 3 - REFERENCES

[ACPO Guide: Expecting the Unexpected](#)
[Companies House](#)
[Operator Licence](#)
[DfT Campaigns: Think Road Safety](#)
[DfT Guide: Drivers' Hours Rules](#)
[DfT Guide: Working Time Directive](#)
[DfT Guide: Becoming a Lorry Driver](#)
[DfT Guide: Driver CPC training requirements](#)
[DfT Code of Practice: Safety of Loads on Vehicles](#)
[DfT Guide: Transporting dangerous goods](#)
[DfT Guide: Transporting abnormal loads](#)
[DfT Guide: International Road Haulage](#)
[DfT Guide: Quiet Deliveries Good Practice](#)
[DfT Survey: National Fleet Compliance Survey](#)
[DVLA Service: Driving licence checks](#)
[DVLA Guide: Driving Licence Codes](#)
[DVLA Guide: Statutory Off Road Notification \(SORN\)](#)
[DVSA Guide: to Maintaining Roadworthiness](#)
[Highways England: ESDAL service](#)
[HSE Guide: Health and safety competence](#)
[HSE Guide: Workplace Transport Safety](#)
[HSE Guide: Carriage of dangerous goods \(CDG\)](#)
[HSE Guide: Health and Safety topics](#)
[ICO Guide: General Data Protection Regulation \(GDPR\)](#)
[Home Office Guide: Helping Stop Illegal Immigration](#)
[Home Office Guide: Vehicle security checklist](#)
[Home Office Code of Practice: Preventing Clandestine Entrants](#)
[Home Office: Civil Penalty Accreditation Scheme](#)
[Network Rail Guide: Prevention of bridge strikes](#)
[Senior Traffic Commissioner Statutory Document No. 3](#)
[TfL Guide: HGV DVS star ratings and Safe System](#)
[The Highway Code](#)

ANNEX 4 - TERMS AND CONDITIONS

Mission Zero accreditation is governed by these terms and conditions and any person, organisation, company, or business that applies for accreditation and becomes Mission Zero accredited, is deemed to have read and accepted these Terms and Conditions. The agreement shall be in force for the duration of the application process and the full term of accreditation.

In these terms and conditions, 'Registered Operator' will refer to a fleet operation having submitted an application for Mission Zero accreditation, 'Accredited Operator' will refer to a fleet operation that has been audited and awarded a Mission Zero accreditation. If a Registered Operator or Accredited Operator is unable to meet these terms and conditions, the Mission Zero Administrator reserves the right to either downgrade, suspend or withdraw their application or accreditation. In the event of downgrade, suspension, or withdrawal you will not be entitled to the refund of any fees paid for Mission Zero subscription or audit services.

These terms and conditions shall be governed and construed in all respects by the Law of England and the parties submit to the jurisdiction of the Courts of England. They constitute the entire Agreement between the parties and no warranties or representations were made which induced either party to contract with the other. No failure by a party to rely on its strict legal rights under these terms and conditions shall prevent that party from relying upon them at a later stage. The headings to the paragraphs in this document are for reference only and do not affect the interpretation of the terms. If all or any part of these terms and conditions becomes illegal, invalid, or unenforceable in any respect, then the remainder of the agreement shall remain valid and enforceable.

Accredited status and its maintenance

Accredited Status applies specifically to the detail in the corresponding successful application of Registered Operator becoming an Accredited Operator or, the successful renewal application of Accredited Status of an Accredited Operator. An application may cover a range of fleet types and transport services, this may include one or more vehicle types, or one or more geographical locations. Accredited Operators **must** meet all current requirements for maintaining their accreditation throughout their term of accreditation.

The Mission Zero Administrator reserves the right, at its own cost, to conduct a quality assurance audit at an Accredited Operator at any time to ensure that it remains compliant with the requirements of the Mission Zero Quality Standard and the general obligations of these terms and conditions.

In the event of a non-conformity of the requirements of the Mission Zero Quality Standard and the general obligations of these terms and conditions, the Mission Zero Administrator reserves the right to downgrade, suspend or withdraw accreditation with or without conditions for re-instatement. Refusal to comply with a request for further information or a quality assurance audit may jeopardise the Accredited Status of the Accredited Operator.

Term of accreditation

Accredited Status is awarded for a term of one year from the date of confirmation that accreditation is awarded, unless stated otherwise.

General obligations

You shall ensure that you and your employees, at all times, act in accordance with these terms and conditions and shall:

- ✓ Comply with the requirements of the Mission Zero Standard for your level of accreditation
- ✓ Behave in an orderly manner and act with the utmost good faith towards the Mission Zero Administrator and co-operate fully with the Mission Zero Administrator's personnel and contractors
- ✓ Not commit any act or omission, or make any statement or otherwise behave in any manner, which may result in any harm or damage to the reputation or the operation of Mission Zero
- ✓ Pay all the invoices on time and in full. Failure to do so will mean that the Mission Zero Administrator has the right to suspend or withdraw Mission Zero Accredited Status from the Accredited Operator.

You will notify the Mission Zero Administrator in writing as soon as reasonably practicable, and in any event within five business days, if you or your employees have been found guilty and convicted of committing an offence under the Road Traffic Act 1988 or the Health and Safety at Work Act 1974, or any other legislation relevant to the fleet operation. Notwithstanding any other provision of these terms and conditions, you will automatically cease to be an Accredited Operator (or hold any level of accreditation) from the date of conviction, irrespective of when notification is given to the Mission Zero Administrator.

You will notify the Mission Zero Administrator in writing as soon as reasonably practicable, and in any event within five business days, if your company or employees are called to attend a Traffic Commissioner Public Inquiry for consideration of disciplinary action under any section of the Goods Vehicles (Licensing of Operators) Act 1995 or the Public Passenger Vehicles Act 1981. This applies to public inquiries held for disciplinary reasons and transport manager repute. This information **must** include any written decision provided by the Traffic Commissioner in relation to the public inquiry. Failure to comply with this requirement may result in your Accredited Status being suspended or withdrawn.

Complaints

Complaints received about an Accredited Operator however received will be reviewed by the Mission Zero Administrator and as required, notified to the Accredited Operator in writing setting out the detail of the complaint, the response requirement and the potential consequence of escalation or action.

In circumstances where a complaint has been upheld by the Mission Zero complaints procedure, the Accredited Operators Accredited Status may be suspended with imposed conditions or withdrawn.

Renewal of accreditation

Accredited Operators **must** make a successful application for renewal of Accredited Status 45 days before the end of their current term of accreditation if they wish to continue their Accredited Status for a further term.

A notification to submit a renewal accreditation will be provided to the Accredited Operator in advance of the end of their current term of accreditation via the Mission Zero Accreditation Portal (MZAP), along with details on how to renew and the submission deadline for application. If an extension to the submission deadline is required, then the Accredited Operator **must** apply, in writing, to the Mission Zero Administrator no less than 15 business days before the end of their current term of accreditation. Any extensions granted are at the sole discretion of the Mission Zero Administrator and dependent on mitigating circumstances and written agreement between the parties.

Renewal applications are assessed as new applications, independently and without bias or prejudice of any previous audits. The audit process and possible outcomes are the same for all submitted applications for Mission Zero accreditation.

The audit and subscription fees (if applicable) **must** be paid in order for the renewal audit to commence. Current accreditation status will remain in force during the renewal process. Operators are expected to meet all set deadlines; any flexibility is at the sole discretion of the Mission Zero Administrator. Written confirmation of the final outcome of audit will be provided via the Mission Zero Accreditation Portal (MZAP).

If the Accredited Operator chooses not to renew its Accredited Status before the end of their current term of accreditation, then Accredited Status will be considered to be lapsed.

An Accredited Operator can choose to cancel its Accredited Status at any time during their current term of accreditation however you will not be entitled to a refund of any fees paid for Mission Zero subscription or audit services.

Changes to an accredited operation

Significant changes to an accredited operation **must** be reported to the Mission Zero Administrator immediately. If in doubt, communication with the Mission Zero Administrator **must** be the default position. Any change which deviates from that presented within the last audit, including but not limited to closure, merger, new or modified transport provision, structure, staffing, facilities, or site, without the Mission Zero Administrator's prior knowledge and approval may result in accreditation being suspended or withdrawn subject to assessment by the Mission Zero Administrator. Where such changes result in a failure to meet all Mission Zero accreditation criteria, conditions may be imposed for the re-instatement of Accredited Status or Accredited Status may be downgraded or withdrawn.

Responsibility and liability

The Accredited Operator is responsible for ensuring that it understands, meets and continues to meet all requirements for its Accredited Status during the term of accreditation. The responsibility and liability rests wholly on the Accredited Operator to inform the Mission Zero Administrator of any changes that may affect Accredited Status at any time.

Where the Mission Zero Administrator suspends or withdraws Accredited Status, consequential matters rest solely with the Accredited Operator. The Mission Zero Administrator accepts no liability for any consequential losses, direct and/or indirect losses as a result of loss of an Accredited Operator's Accredited Status.

Changes to the accreditation scheme

The Mission Zero Administrator reserves the right to supplement or amend the Mission Zero Quality Standard (Including Mission Zero⁺) at any time. Such changes will take effect from the time notified by the Mission Zero Administrator. Accredited Operators will be informed of any such changes as soon as they are in force and via the most appropriate communications channels, including via the Mission Zero Accreditation Portal (MZAP).

Service continuation: merger, acquisition, suspension, or closure

The Mission Zero Administrator cannot continue to accredit an Accredited Operator whose fleet is no longer in operation. Accredited Operators who are planning or expecting to close an operation **must** contact the Mission Zero Administrator as soon as possible, and in any event within five business days, to inform Mission Zero Administrator of the closure.

Where the Mission Zero Administrator has imposed a suspension on an accreditation, the Accredited Operator will be provided with full details behind the decision and the conditions to be met for re-instatement of Accredited Status. Failure to address all set conditions by the stated deadline, may result in the withdrawal of the Accredited Status; the Mission Zero Administrator will work to support an Accredited Operator to maintain Accredited Status where it can.

Loss of accreditation

Where Accredited Status is lapsed, cancelled, or withdrawn, an Accredited Operator will be informed in writing by via the Mission Zero Accreditation Portal (MZAP). The Accredited Operator **must** destroy all related certification that remains current, remove all reference to Accredited Status and stop using the Mission Zero logo on all its publicity materials and vehicles with immediate effect.

Advertisements of the Accredited Operator being the Mission Zero accredited elsewhere, will also need to be removed. It is the responsibility of the Accredited Operator to ensure this is addressed as soon as possible and confirmed to the Mission Zero Administrator.

The Accredited Operator will be removed from the online Mission Zero Accredited Operator directory. The reasons for the loss of Accredited Status are not provided.

Mission Zero certification

The Mission Zero Administrator awards a certificate of accreditation to successfully Accredited Operators, which may only be displayed throughout the term of accreditation. If there is a loss of Accredited Status before the expiry date shown on the certificate, the certificate **must** be destroyed, and all electronic copies deleted.

Publicity and advertising

Registered Operators **must** not publicise their application for accreditation, any anticipated result or state an intention to seek Mission Zero Accredited Status. Only an Accredited Operator having been awarded an Accredited Status that is current may claim to be Mission Zero accredited.

Neither a Registered Operator nor Accredited Operator **must** not make any misleading, confusing or ambiguous references with regards to the Accredited Status of any of their services, nor the scope of their Accredited Status.

Accredited Operators will be granted a royalty free licence to use the Mission Zero Marks at their Accreditation Status awarded, as directed by the Mission Zero Administrator, during the term of accreditation. If Accredited Status is withdrawn, lapsed or cancelled the Mission Zero Marks **must** cease to be used on its materials, related publicity and vehicles with immediate effect.

Accredited Operators will grant the Mission Zero Administrator a royalty free licence to use their logo or name in relation to their Accreditation Status and in particular, publication on the Mission Zero website. If Accredited Status is withdrawn, lapsed or cancelled the Accredited Operators logos and names will cease to be used by the Mission Zero Administrator.

False advertising or misrepresentation of Accredited Status **must** be removed or changed immediately on written request by Mission Zero Administrator. Failure to comply with such a request may result in the Accredited Operator having their Accredited Status being suspended or withdrawn.

Data and data retention policy

Data received by the Mission Zero Administrator, as data controller, will be kept in a secure manner and processed in accordance with the laws relating to Data Protection. Both parties warrant that at all times they will comply with all the obligations imposed on them by the Data Protection Act 2018, General Data Protection Regulation (EU) 2016/679, and related principles, legislation and protocols.

All data and materials related to an application or an accreditation will be held securely by the Mission Zero Administrator for as long as it is required in order to process an application and/or maintain Accredited Status. All application data, supporting evidence and monitoring data will be deleted after a period of fifteen months following an accreditation being awarded.

Where operators do not renew accreditation, are unsuccessful in their application, or suffer a loss of an accreditation during a current term of accreditation, all electronic copies will be deleted after a period of fifteen months or retained for as long as necessary to complete the appeals process, if engaged.

It is the responsibility of the Accredited Operator to retain a complete version of all documents and records used within their application and the subsequent Mission Zero audit during their full term of accreditation.

The Mission Zero privacy policy is available to [read here](#).

Force majeure

Neither party to this agreement shall be held in any way responsible for any failure to fulfil its obligations under this agreement if such failure has been caused by force majeure and is beyond the reasonable control of either body. Force majeure shall include (but not is limited to) any Act of God, fire, flood, earthquake, storm, natural disaster, war, pandemic, invasion, hostilities, civil war, military power, government, local authority or international imposition of government sanction, embargo or order, labour dispute, strike, boycott, interruption or failure of oil, electricity, gas, water, or tele-communication and website service; failure of the supply of any equipment, machinery, or material.

Terms and Conditions revisions

Mission Zero Administrator reserves the right to revise these Terms and Conditions from time to time. In such instances, Mission Zero Administrator will provide a copy of the updated version to all Accredited Operators. The onus is on the Registered Operator or Accredited Operator to ensure they have read the most current version as available on the Mission Zero website, or on request, before acknowledging the declaration before submission of application.

MISSION ZERO GOVERNANCE BOARD

At Mission Zero we have a saying...

“We run Mission Zero, the Governance Board controls Mission Zero“

The purpose of the Mission Zero Governance Board is to provide independent oversight of the Mission Zero Scheme, as well as provide clear sighted counsel to the Mission Zero Executive Team on the strategic direction of the Mission Zero Scheme and Quality Standard.

Consisting of highly experienced industry experts, the board are there to ensure that Mission Zero always operates fairly, objectively and transparently, offering the highest level of service and value to fleet operators.

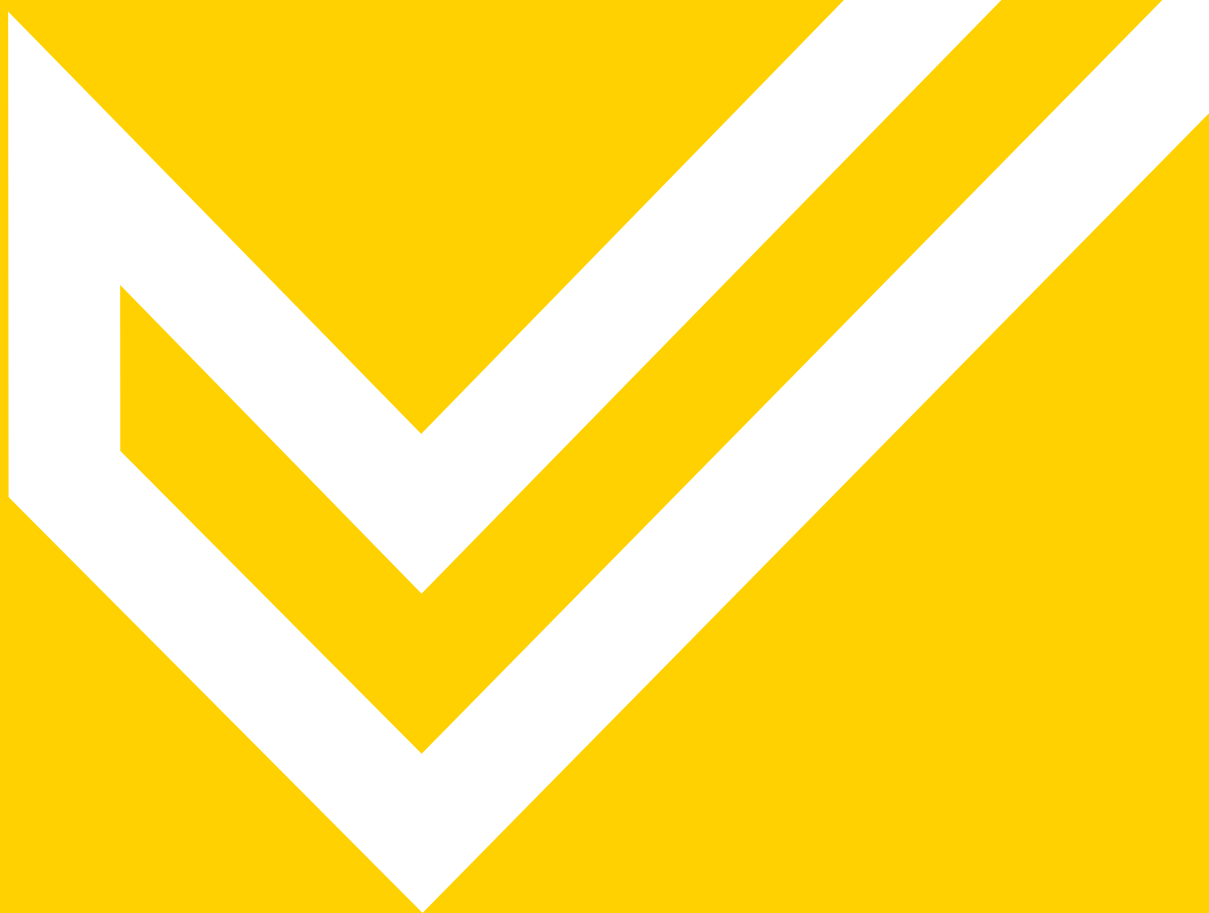
The board's role and responsibilities include:

- ✓ Supports the development of our long-term aims and objectives
- ✓ Approves our annual business plans, budgets and targets
- ✓ Supports and approves significant changes to the Mission Zero Standard, policies and practices
- ✓ Determines the use of operating profit surpluses in support of Accredited Operators
- ✓ Determines Accredited Operator suspensions and terminations.

To find out more about the Mission Zero Governance Board and meet the team, please visit the Mission Zero website <https://missionzero.org.uk/governance-board/>







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