



## Vehicle Off Road & Defect Reporting Policy

### Purpose

This policy sets out how Peters Travel ensures that vehicle defects are identified promptly, reported accurately, assessed correctly, and rectified before a Public Service Vehicle (PSV) is used.

The purpose of this policy is to ensure that no vehicle is operated in an unsafe or unroadworthy condition, in accordance with:

- The Public Passenger Vehicles Act 1981
- The Road Traffic Act 1988
- Traffic Commissioner Statutory Guidance and Directions
- DVSA expectations regarding defect management and vehicle control

Defect reporting and Vehicle Off Road (VOR) control are recognised as fundamental safety barriers protecting passengers, drivers, and the public.

### Scope

This policy applies to:

- All PSVs operated by Peters Travel
- All drivers, including relief or agency drivers (where applicable)
- All journeys, including service, private hire, positioning, and non-service use

It covers defect identification, reporting, assessment, rectification, and return-to-service procedures.

### Principles of Defect Management

Peters Travel operates on the following principles:

- Defects must be identified before use wherever possible
- Drivers are encouraged and expected to report defects honestly and promptly
- Safety-critical defects result in immediate VOR
- Vehicles are not returned to service until defects are fully rectified and signed off
- Commercial or scheduling pressures never override safety decisions

Defect reporting is treated as a positive safety behaviour, not a disciplinary issue.

### Roles and Responsibilities

#### Operator Licence Holder

The Operator Licence Holder is responsible for:

- Ensuring effective defect reporting systems are in place
- Providing resources to support timely rectification
- Supporting decisions to remove vehicles from service on safety grounds



- Reviewing defect trends and compliance performance

The Licence Holder remains accountable for vehicle condition at all times.

### Transport Manager

The Transport Manager is responsible for:

- Operating and monitoring the defect reporting system
- Assessing reported defects and determining VOR status
- Ensuring defects are rectified appropriately
- Reviewing defect trends and recurring issues
- Escalating serious or repeated concerns to the Licence Holder
- Ensuring no vehicle returns to service without authorisation

The Transport Manager must exercise effective and continuous control over defect management.

### Drivers

Drivers are responsible for:

- Conducting daily walkaround checks before first use
- Reporting all defects accurately and without delay
- Immediately reporting any safety-critical defects
- Refusing to operate vehicles they believe to be unsafe
- Cooperating with defect investigation and rectification processes

Drivers must never be pressured to operate a vehicle with an unresolved safety concern.

### Daily Walkaround Checks

- Drivers must complete a daily walkaround check before first use of the vehicle
- Checks must cover all safety-critical items, including:
  - Brakes, steering, tyres, wheels
  - Lights, mirrors, windscreen, wipers
  - Doors, steps, handrails, emergency exits
  - Seatbelts and passenger safety equipment

Findings must be recorded clearly and accurately. If a defect is identified, the vehicle must not be used until the defect is assessed.

### Defect Reporting Process

- Defects are reported using approved defect reporting systems (paper or electronic)
- Reports must clearly describe:
  - The nature of the defect
  - When it was identified



- Whether it affects safety
- Defects must be submitted to the Transport Manager without delay

Incomplete or unclear reports must be clarified before decisions are made.

#### **Defect Categorisation -**

Defects are categorised as:

##### **➤ Safety-Critical Defects**

Defects that affect safe operation, including but not limited to:

- Braking system faults
- Steering or suspension defects
- Tyre damage
- Door or emergency exit failures
- Seatbelt defects

Safety-critical defects result in immediate Vehicle Off Road (VOR).

##### **➤ Non-Safety-Critical Defects**

Defects that do not immediately affect safety but require rectification, such as:

- Minor body damage
- Interior trim issues
- Non-essential equipment faults

Non-safety-critical defects must still be rectified within an appropriate timescale.

##### **➤ Vehicle Off Road (VOR) Control**

When a vehicle is declared VOR:

- It must not be used for any purpose
- Keys may be removed or controlled where necessary
- VOR status must be recorded
- Rectification must be arranged without delay

Only the Transport Manager (or authorised deputy) may remove VOR status.

##### **➤ Defect Rectification and Sign-Off**

- Defects must be rectified by competent persons
- Repairs must meet legal and safety standards
- Evidence of rectification must be provided
- The Transport Manager must confirm the defect has been resolved
- The vehicle may only return to service after formal authorisation

Temporary repairs are only permitted where lawful, safe, and documented.



➤ **Monitoring and Trend Analysis**

Defect data is reviewed to identify:

- Recurring defects
- Vehicle reliability issues
- Driver reporting trends
- Maintenance provider performance

Findings are used to improve maintenance planning and training.

➤ **Escalation and Intervention**

Issues must be escalated where:

- Repeated defects occur
- Safety concerns are ignored or disputed
- Maintenance standards are inadequate
- There is risk to passenger or public safety

The Licence Holder may intervene directly where necessary.

➤ **Records and Retention**

The following records are maintained:

- Daily defect reports
- VOR logs
- Rectification records
- Authorisation to return to service

Records are retained in line with GMTR and DVSA requirements.

**Review and Continuous Improvement**

This policy is reviewed:

- Annually
- Following serious defects or incidents
- Following regulatory updates or guidance changes

The defect reporting system will evolve as operational experience increases.

Position: Company Director - Peter's Travel Ltd

Name: Ilyasali Ahmed Patel

27<sup>th</sup> January 2026.