Compass Group UK & Ireland Ltd

**Safety Critical Defects & Prohibition Policy**

**Aim**

The aim of this policy is to reaffirm the company’s instructions to out workforce should a vehicle have a safety critical defect or receive a prohibition notice from either the DVSA or police.

A Prohibition Notice (PG9) means that a vehicle has one or more safety related defects, and the company needs to act as soon as possible.

Please note that the following procedure should also be followed when a Defect Notice (PGDN35) is issued.

All company drivers and any other staff responsible for vehicle maintenance must inform the Transport Manager immediately if a PG9 is issued to a vehicle.

**Prohibition Notice Procedure**

When a PG9 is issued at a roadside inspection, the following procedure must be followed:

* The person in charge of the vehicle (normally the driver) will inform the company immediately.
* The Transport Manager/Operations Manager will then decide on what action needs to be taken
* The Transport Manager will then check the validity of the fault (refer to the Categorisation of Defects) and confirm if the fault has been marked with an S code. If unsure, they will refer to our contracted repairer or have an independent engineer inspect the vehicle
* If the prohibition is not considered justified, we will contact the local Test Station, and discuss the fault with the DVSA Area Manager. If the dispute is not resolved, the Transport Manager will consider following the DVSA complaints procedure
* If a prohibition is considered a genuine fault, we will carry out the following:
	+ Repair the fault; inspect complete vehicle for other faults before booking retest
	+ Present vehicle for retest to have prohibition remove

It is extremely important that the vehicle is given a complete pre-MOT inspection before presenting for clearance, as in most cases a full inspection is carried out on the vehicle, not just the failed component.

When the vehicle is presented, the examiner will issue either:

1. PG10; clearance certificate
2. PG9C; refusal to remove a prohibition
3. Another PG9 if the examiner finds further defects

After passing a retest and the issue of a PG10, the PG9, workshop job card or maintenance contractor invoice (showing work done and parts used) and PG10 must be clipped together and stored in the vehicle file.

Each prohibition will be investigated thoroughly to find the reason.

* Should the driver have spotted the problem whilst carrying out their daily defect check?
* Should the problem have been spotted at the last service/inspection (either by in-house staff or contracted repairer)?

A letter will be written to the Traffic Commissioner and the DVSA to explain the prohibition has been investigated and rectified. It should outline the issues surrounding the prohibition, any shortcomings which have been identified and specifying the revision of procedures or internal actions taken to prevent the problem arising again.

The letter should include any supporting documentation available, and a copy should be sent to the local test station manager and a copy must be retained on file.

If the fault should have been highlighted by driver’s daily walk round checks or service inspections, then an audit on drivers walk round checks and/or the company’s maintenance provider is required. Disciplinary Action maybe required.

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| Issue No | Approved By | Signature | Date |
| **1** |  |  |  |

I declare that I have read and understood the contents of this Safety Critical Defects & Prohibition Policy and agree to adhere to it at all times during my employment with Compass Group UK & Ireland Ltd.

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| --- | --- | --- | --- |
|  | Name | Signature | Date |
| Employee |  |  |  |
| Company representative |  |  |  |