

MEMORANDUM OF AGREEMENT (MOA)

between

THE VEHICLE AND OPERATOR SERVICES AGENCY (VOSA)

and

**Operators and Providers of goods vehicles, trailers and passenger carrying vehicles,
represented by**

THE FREIGHT TRANSPORT ASSOCIATION (FTA)

THE ROAD HAULAGE ASSOCIATION (RHA)

THE CONFEDERATION OF PASSENGER TRANSPORT (CPT)

THE BRITISH VEHICLE AND RENTAL ASSOCIATION (BVRLA)

THE RETAIL MOTOR INDUSTRY FEDERATION (RMIF)

**IN RESPECT OF VOSA SERVICES AND ENFORCEMENT ACTIVITIES AND THE
SAFE AND EFFICIENT OPERATION OF GOODS AND PASSENGER VEHICLES**

This MOA represents a long-term commitment between VOSA, the Trade Associations, Operators, Presenters and Owners of goods vehicles, trailers and passenger vehicles to establish and communicate policies and delivery standards that will be applied in respect of:-

- VOSA activities to raise standards and improve compliance
- Trade Associations/Operators/Presenters/Owners contribution to increasing levels of compliance.

The MOA is part of a continuous process to improve joint working to achieve shared goals, interests and concerns through Service Level Agreements and Action Plans on specific areas of interest. Performance of the individual Agreements will be monitored and measured on a regular basis with a progress report published in December of each year.

All parties are committed to:

- A high standard of road safety compliance
- Working in partnership to promote industry Best Practice
- Encouraging improvement in the operation of goods vehicles, trailers and passenger vehicles to above the required standards of roadworthiness
- Ensuring an efficient and reliable passage of vehicles through test stations and roadside checks
- Ensuring compliance with Licensing, Drivers Hours, Loading and Speed Regulations
- Adopting a fair and courteous approach in dealing with passengers, drivers, operators, vehicle owners and VOSA personnel
- Acknowledging that fees paid by industry should result in a high level of service and efficiency in the administration of testing and enforcement
- Acknowledging that the Industry has a key role to play in the development and delivery of improved road safety and vehicle and driver compliance
- Sharing Information and Communicating with operators and vehicle owners, presenters and vehicle manufacturers
- Investment and use of up-to-date technology for the efficient delivery of information and services
- Co-operation and Joint Championing of agreed processes and procedures to deliver safe operation of vehicles

All parties agree that clear, consistent and accurate communication between VOSA and operators and vehicle owners is fundamental in maintaining the highest road safety standards, and the commitments made in this Agreement are key to its success.

COMMUNICATION

Good communication is an essential element in delivering the principle aims of the Memorandum of Agreement and the Service Level Agreements which underpin it.

VOSA will regularly communicate with all vehicle operators, providers, presenters through the following channels

- VOSA website www.transportoffice.gov.uk
- VOSA 'Moving On' journal
- Regional Workshops and other events
- Surveys of operators and owners and publication of the responses received
- Presentations to and participation in national and local industry events
- VOSA staff

VOSA will communicate with individual operators, owners and drivers and

- Respond to telephone enquiries immediately where possible, but in any event within three working days.
- Respond to written queries within five working days of receipt. Where further investigation is required VOSA will give a timescale for a full response to be provided.

VOSA will provide advice and information and will

- Actively promote complaints procedures
- Continue to develop and promote web based information and enquiry response systems
- Provide a Telephone Enquiry service for customers

VOSA is committed to meeting regularly with Trade Associations and other representatives of operators/owners through liaison groups. These cover both strategic policy and direction issues and detailed discussion/consultation on specific areas/issues

VOSA will strive to improve liaison and communication with small and medium size enterprises (SME) and those who are not members of Trade Associations

VOSA contact details are listed on Transport Office and in the Annex to this document

VOSA Local Managers also welcome the opportunity to contribute to events and meetings in their Area

Trade Associations will co-operate and communicate with VOSA by:

- Raising their members' concerns and complaints with VOSA at an appropriate level
- Providing information needed for surveys or consultations
- Encouraging their members to follow the published complaints procedure
- Participating in and providing information through liaison groups
- Working in partnership to produce technical guidance notes for industry
- Monitoring and advising VOSA of hot-topic issues
- Owning and Championing messages and decisions agreed with VOSA by issuing information to their members using all resources available to them
- Working in partnership with VOSA to ensure road safety standards are raised and are adhered to

MUTUAL RESPECT AND CO-OPERATION

All Parties are committed to actively promoting a culture of mutual respect and co-operation when dealing with drivers, operators, vehicle owners and VOSA personnel. Complaints regarding abusive or disrespectful behaviour will be investigated and treated as a serious matter.

All Parties agree that where they are working together they should do so as openly and honestly as they can. There will however be occasions when confidentiality will have to be maintained - either because initiatives are in early stages of development or to maintain the confidence of an individual or specific company or members. All Parties are committed to adopting, adhering to and respecting confidentiality agreements in those situations and recognise that breaches will impact on the relationship between the Parties.



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