

# Driver Agency Excellence





## What is it?

Driver Agency Excellence is a voluntary initiative which has been developed alongside operators and driver agencies. It aims to recognise, encourage and promote best practice within the sector.

Driver Agency Excellence is managed by Logistics UK and steered by a Governance Group, made up of specialist driver agencies.

## What are the benefits?

### Operators

- Mitigates risk by auditing your agency against three fundamental areas:
  - Core business standards.
  - Driver recruitment standards.
  - Driver management standards.
- Raising the standard of the driver agencies within your supply chain.
- Confidence in using driver agencies that understand your operational needs.
- Assists in demonstrating 'due diligence' for the DVSA Earned Recognition scheme.
- Free to specify the scheme – include in your approved supplier requirements or tender process.

### Driver Agencies

- Standardised Logistics UK assessment to confirm a drivers' knowledge before assignment.
- Demonstrates to employees and customers that they are an exemplar agency.
- Discounted price for **Logistics UK Certificate in Driver Recruitment** training.
- Regular auditing to provide continual review and improvement.
- Access to Logistics UK compliance guides and template documents.
- Listed on Logistics UK Driver Agency Excellence website.
- Use of Driver Agency Excellence logo.
- Confidence that your systems are being adhered to by your staff.

## What are the steps to Driver Agency Excellence approval?

- 1 Complete the application form.
- 2 Submit the form to:  
[auditsandstandards@logistics.org.uk](mailto:auditsandstandards@logistics.org.uk)
- 3 Confirm acceptance of scheme Terms & Conditions.
- 4 Commit to an audit date.
- 5 Prepare for your audit using the pre-audit guidance.
- 6 Complete your audit.

## What does the audit cover?

The audit covers three fundamental areas:

- Core business standards:
  - Employment Agencies Act 1973.
  - Insurance.
  - Sub-contracting.
  - Policies.
  - Operational Staff Training.
  - Quality Monitoring Systems.
  - Drug and Alcohol Policy.
  - Specialist equipment and loads.
  - Initial assessment of drivers' knowledge.
  - Driver assignment.
  - Health and safety.
  - Agency Worker Regulations 2011.
- Driver recruitment standards:
  - Driver recruitment checks.
  - Initial competency checks.
  - Working Time legislation.
  - Drivers' hours and tachograph rules.
  - Return of records.
  - Periodic competency checks.
  - Periodic assessment of drivers' knowledge.

## How often does a driver agency need an audit?

Audits are required every 12 months.

For more information  
please call **0371 711 2222\*** or visit [www.logistics.org.uk/dae](http://www.logistics.org.uk/dae)

# Driver Agency Excellence

Expression of interest



Driver agency name
Contact name
Contact phone number
Contact email address
Logistics UK membership number (if applicable)
Address of main controlling branch from which driver assignments are organised
Total number of branches that organise driver assignments <i>(please note you may be contacted for details about these branches as they may be selected for the location of an audit(s))</i>
Number of audits required

## Number of audits required

This is dependent on the number of operational branches that organise driver assignments.

Number of branches	Audits required	Total audits
1-5	Main/controlling branch	
6-10	Main branch + 1	
Every 5 branches requires an additional audit		

## Driver Agency Excellence audit pricing information

Audit	Cost per audit
Driver Agency Excellence central audit	£954.80
Re-audit (of non-compliant areas)	£479.60



## Logistics UK Certificate in Driver Recruitment

This 2-day in-company course is designed for those who work in an agency environment and are responsible for recruiting and supervising transport operatives to meet customer demand. It will demonstrate to your customers that you are taking an active role in ensuring their compliance with industry regulations.

**Members of the Driver Agency Excellence scheme will receive a discounted course cost.**

### Benefits of attending

- Understand the importance of the operator's licence and how to help your client stay compliant.
- Understand the requirements of transport legislation.
- Appreciate the necessity of terms and conditions in your business.
- Understand the responsibilities for reporting accidents and incidents involving your drivers.

For more information please call **0371 711 2222\***  
or email [auditsandstandards@logistics.org.uk](mailto:auditsandstandards@logistics.org.uk)

T: 01892 526171\*  
F: 01892 534989  
[www.logistics.org.uk](http://www.logistics.org.uk)



Logistics UK is a trading name of Freight Transport Association Limited  
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\*Calls may be recorded for training purposes

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