



Department of  
Transport

# On-demand booking services

## Audit checklist

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# Introduction

## Important

- This Audit Checklist is provided as a resource for authorised on-demand booking services (ODBSs).
- This checklist is subject to change. The current version will be used by Department of Transport (DoT) Officers when conducting audits of authorised ODBSs against their regulated responsibilities.
- Prior to an audit, the ODBS will be provided with a copy of the most current audit checklist that will be used by the Officer/s.
- For assistance in understanding your obligations as a service provider please review the support materials provided on the Department's website or contact the Department of Transport:
  - Email: [ondemandtransport@transport.wa.gov.au](mailto:ondemandtransport@transport.wa.gov.au)
  - Phone: 1300 660 147

## Note to Auditor

- This audit checklist is to be completed in full.
- The auditor is required to follow the instructions contained in the Audit Guide when completing this audit.

## Version control

Version	Date published	Details
1	14 February 2019	Draft Audit Tool published as a reference for On-demand Booking Services
2	8 July 2019	Audit tool updated to reflect Stage 2 regulations.
3	23 July 2019	Audit tool reformatted.
4	January 2020	Audit checklist revision
5	June 2020	Audit checklist revision
6	Jan 2021	Audit checklist revision based on procedure changes
7	May 2021	Audit revision adding Motorcycles to vehicle type
8	June 2021	Audit checklist revision – removed levy records from checklist

# Audit details

## Start date

Date audit started

Frontline Contact number

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## ODBS (Auditee) details

Name on authorisation

Authorisation number

Phone number

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Business/Trading names

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Email address

Mobile number

Fax number

--	--	--

Office address

--

Suburb

Postcode

--	--

Depot address (if different to above)

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Suburb

Postcode

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## ODBS representatives involved in audit

**Note:** The person involved in the audit must be the authorised service provider, nominated director/manager or a person nominated by the authorised service provider and approved to take part in the audit.

Name of person involved in the audit

Position title


## Related audit regimes

Many operators are subject to audit regimes from other authorities, under contractual arrangements or through professional memberships. Examples include:

- Tourism Council of WA accreditation audits;
- Public Transport Authority school bus contract audits;
- Public Transport Authority town bus service contract audits; and
- Worksafe compliance audits.

The auditor is required to identify if the auditee is subject to any other audit regimes and look for opportunities to partner with other auditors or satisfy the audit requirements of this audit using the result of other audits. The auditor should request a copy of the results of any other audits the operator has been subject to and keep a record where they have accepted these as evidence of conformance of any elements of this audit.

### Details of other audits

Authority conducting Audit	Date of Audit	Summary of Audit outcome and details of elements accepted as evidence of conformance, if any.

## Audit sampling

To confirm that the auditees systems are effective a sample of vehicles, drivers and records are checked during the audit as follows:

### Vehicles

	WAV Taxis	Standard Taxis	WAV Charter	Standard Charter	Motor Cycles	TPT	RPT	Total
Number operating								
Number Sampled								

A list for the sampled vehicles is provided in the vehicle standards section of this checklist.

### Drivers

Number operating	
Number Sampled	

A list for the sampled drivers is provided in the driver standards section of this checklist.

### Records

Records for the period from \_\_\_/\_\_\_/\_\_\_ to \_\_\_/\_\_\_/\_\_\_ (minimum 7 days)

Details of the records checked and what is checked is contained in the record keeping section of this checklist.

## Compliance history

Details of the auditee's compliance history is used to inform where the auditor will focus specific attention during the audit.

## Driver and vehicle checks

Insert a summary of any on-road contacts linked to the Auditee over the last 12 months and the results.

E.g.: 50 vehicles stopped since 15 May 2020. 10 vehicles issued notices for cameras not working.

## Audits

Insert a summary of any Audits conducted by DoT linked to the Auditee over the last 5 years and the results.

## Incidents

Insert a summary of any incidents recorded in FrontLine that are linked to the Auditee over the last 12 months, the results and any enforcement actions taken. This should be cross referenced to the auditee complaints register where relevant.

## Notifiable occurrences and alleged driver conduct reports

Insert a summary of any notifiable occurrences or alleged driver conduct reports (mandatory reporting) linked to the Auditee over the last 12 months, the results and any enforcement actions taken. These can be found at Objective folder [qA710979](#). This should be cross referenced to the auditee complaints register where relevant.

# Audit checklist

## Authorisation

Does the ODBS hold a current authorisation? Yes  No

**No = Stop audit and initiate investigation under s27**

Is at least one responsible officer directly involved in the day to day management of the ODBS? Yes  No

**No = The ODBS is not authorised (refer s55). Stop audit and initiate investigation**

Do the total number of vehicles operating under the ODBS authorisation comply with the fee band identified on their authorisation document? (Reg.43) Yes  No

Does the ODBS have at least one responsible officer who resides in WA? (r49 – s28) Yes  No

NOTES:

Assessment

<b>Authorisation</b>		
<b>Conforming</b>	/	<b>Non-conforming</b>





## Element 2 Procedures to address hazards

The Safety Management System (SMS) must contain procedures that eliminate or mitigate risks. The following checks are designed to test the Auditees procedures for specific hazards.

### Fatigue

If fatigue is a hazard relevant to the ODBS's operations answer the following questions:

- Do any drivers meet the threshold of a "commercial vehicle driver"? Yes  No

The "threshold" being a driver whose work time (Refer to r3.130 of the *Occupational Safety and Health Regulations 1996*) is more than 60 hours per week; or for more than once per week – is more than 10 hours in any 24 hour period; or for more than once per week – includes the period from midnight to 5.00am. Confirm this by checking the sample booking records provided by the auditee.

- **If Yes**, does the service provider have a "driver fatigue management plan" (FMP) as required under the *Occupational Safety and Health Regulations 1996* (r3.130 and r3.133)? Yes  No
- If there is an FMP does it meet the prescribed requirements as follows? Yes  No

"A written document that sets out requirements and procedures for scheduling trips; rostering drivers; establishing a driver's fitness to work; education of drivers in fatigue management; managing incidents on or relating to commercial vehicles; and establishing and maintaining appropriate workplace conditions;"

- Does the SMS detail how drivers working hours are monitored to manage fatigue? Yes  No
- Does the SMS detail who monitors driver compliance with fatigue rules? Yes  No
- Does the SMS detail how drivers working hours are recorded? Yes  No
- Considering the answers, are the procedures adequate to mitigate the hazard? Yes  No

NOTES:

## Assault against driver

Assault covers a range of situations from serious physical or sexual assault to minor verbal assault. If drivers being assaulted is a hazard relevant to the ODBS's operations answer the following questions:

- |   |     |                          |    |                          |
|---|-----|--------------------------|----|--------------------------|
| • Does the SMS detail procedures to avoid or mitigate this hazard?            | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Does the SMS detail who is responsible for the procedures?                  | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Does the SMS detail how drivers are made aware of the procedures?           | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Does the SMS detail how drivers can report assaults and to who?             | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Considering the answers are the procedures adequate to mitigate the hazard? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

NOTES:

## Assault against passenger

Assault covers a range of situations from serious physical or sexual assault to minor verbal assault. If passengers being assaulted is a hazard relevant to the ODBS's operations answer the following questions:

- Does the SMS detail procedures to avoid or mitigate this hazard? Yes  No
- Does the SMS detail who is responsible for the procedures? Yes  No
- Does the SMS detail how drivers are made aware of the procedures? Yes  No
- Does the SMS detail how customers can report complaints? Yes  No
- Considering the answers are the procedures adequate to mitigate the hazard? Yes  No

NOTES:

## Driver distraction

Driver distraction could be caused by use of mobile devices, dispatch systems etcetera. If driver distraction is a hazard relevant to the ODBS's operations answer the following questions:

- Does the SMS detail procedures to avoid or mitigate this hazard? Yes  No
- Does the SMS detail who is responsible for the procedures? Yes  No
- Does the SMS detail how drivers are made aware of the procedures/rules? Yes  No
- Does the SMS detail how compliance with procedures/rules is checked? Yes  No
- Does the SMS detail how customers can report complaints? Yes  No
- Considering the answers are the procedures adequate to mitigate the hazard? Yes  No

NOTES:

## Driver competence

A driver competence hazard may be caused by poor driving skills, medical conditions or drug/alcohol use. If driver competence is a hazard relevant to the ODBS's operations answer the following questions:

- |  |     |                          |    |                          |
|--|-----|--------------------------|----|--------------------------|
| • Does the SMS detail procedures to avoid or mitigate this hazard?   | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Does the SMS detail who is responsible for the procedures?   | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Does the SMS include the use of the Driver and Vehicle Industry Dashboard (DVID) to check driver authorisations regularly? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Does the SMS detail how driver competency concerns (complaints) are actioned?  | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Does the SMS detail how customers can report complaints?   | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Considering the answers are the procedures adequate to mitigate the hazard?  | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

### NOTES:

**Note: Unless the ODBS is a sole trader or owner operator they must have in place processes to regularly check driver authorisation on the DVID.**

**Vehicle mechanical failure**

If vehicle mechanical failure is a hazard relevant to the ODBS’s operations answer the following questions:

• Does the SMS detail procedures to avoid or mitigate this hazard?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Does the SMS detail who is responsible for the procedures?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Does the SMS include the use of the Driver and Vehicle Industry Dashboard (DVID) to check authorisations regularly?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Does the SMS detail how vehicle faults are actioned?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Does the SMS detail how customers can report complaints?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Can the service provider demonstrate that vehicles are regularly maintained in accordance with the manufacturer’s recommendations? (r.17)	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
• Considering the answers are the procedures adequate to mitigate the hazard?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

NOTES:

**Note: Unless the ODBS is a sole trader or owner operator who only operates their own vehicles, they must have in place processes to regularly check vehicle authorisation on the DVID.**

### General passenger safety

Other risks to passenger safety may include things like safe vehicle access and egress, vision impaired and disabled passenger considerations, safety in a crash. If passenger safety is a hazard relevant to the ODBS's operations answer the following questions:

- |   |     |                          |    |                          |
|---|-----|--------------------------|----|--------------------------|
| • Does the SMS detail procedures to avoid or mitigate this hazard?            | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Does the SMS detail who is responsible for the procedures?                  | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Does the SMS detail how drivers are made aware of the procedures?           | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Does the SMS detail how customers can report complaints?                    | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Considering the answers are the procedures adequate to mitigate the hazard? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

NOTES:



## Wheelchair Accessible Vehicles (WAV) and related equipment

This hazard relates to appropriate maintenance and use of wheelchair hoists and restraints.

Does the ODBS use WAV vehicles?

Yes  No

If yes, answer the following questions:

- Does the SMS detail procedures to avoid or mitigate this hazard? Yes  No
- Does the SMS detail who is responsible for the procedures? Yes  No
- Does the SMS detail how the ODBS ensures the WAV meets the required standards? Yes  No
- Does the SMS detail how WAV equipment faults are reported and actioned? Yes  No
- Does the SMS detail how customers can report complaints? Yes  No
- Can the service provider demonstrate how WAV equipment is regularly maintained in accordance with the manufacturer's recommendations? (r.17) Yes  No
- Considering the answers are the procedures adequate to mitigate the hazard? Yes  No

NOTES:

## WAV driver competency

This hazard relates to risks associated with a lack of driver competency in operating WAV equipment and supporting vulnerable wheelchair bound passengers. In addition to an expectation that this hazard is identified and addressed in the SMS, regulation 35 also applies specific requirements for WAV driver competency which are reflected in the following checklist.

Note: this is an assessment of the ODBS's processes for ensuring that drivers are competent to operate and drive a WAV. It is not an assessment of any individual driver's competency.

If the ODBS uses WAV vehicles answer the following questions:

- Does the SMS detail how the ODBS ensures drivers of WAVs are competent? Yes  No
- Does the SMS detail who is responsible for the procedures? Yes  No
- Does the SMS detail how customers can report complaints? Yes  No

Regulation 35 details that the level of competency required by a WAV driver needs to be equivalent to the TLIC2040 training course.

Does any training and or assessment provided by or required by the ODBS include the following elements (or equivalent content) as detailed in the TLIC2040 training course:

- Assisting passengers into and out of a WAV in a manner suited to their disability:
  - Passenger characteristics are identified and taken into account when determining appropriate assistance into and out of a WAV? Yes  No
  - Hazards are identified, risks are assessed, and control measures are implemented? Yes  No
  - Compatibility of passenger mobility device with loading, anchoring and carrying equipment is assessed in accordance with regulations? Yes  No
  - Passengers are assisted into and out of a WAV in accordance with regulations and workplace safety requirements? Yes  No
  - Passengers and their mobility device/wheelchair are secured safely in accordance with WAV and equipment specifications and regulations? Yes  No
  - WAV equipment is operated and stowed in accordance with company procedures and manufacturer instructions? Yes  No
  - Ancillary equipment is stowed safely in WAV in accordance with relevant regulations? Yes  No
  - Passengers are picked up and set down in a safe and efficient manner, taking into account suitable locations and safe use of equipment? Yes  No
  - Relevant work health and safety (WHS)/occupational health and safety (OHS) requirements and passenger welfare are considered? Yes  No

- Driving a WAV used by passengers with disabilities:
  - Ongoing support is provided to passengers to maximise their travelling comfort? Yes  No
  - WAV is driven safely in accordance with regulations for the class of vehicle involved? Yes  No
  - WAV is driven in accordance with road and traffic conditions and with due consideration to any required precautions related to passenger disability and relevant government regulations? Yes  No
  - Signs or indicators are fixed to WAV as required? Yes  No
  - Documentation/transactions relevant to providing the taxi subsidy scheme is completed? Yes  No
- Considering the answers are the procedures adequate to ensure that the ODBS can demonstrate the required level of WAV driver competency? Yes  No

NOTES:

## Misuse of camera recordings (Part 8 Division 2)

This hazard relates to the misuse of camera recordings which may breach passenger or driver privacy and rights.

If any of the ODBS's vehicles have cameras (of any type) installed, answer the following questions:

- Does the SMS detail procedures to avoid or mitigate this hazard? Yes  No
- Does the SMS detail who is responsible for the procedures? Yes  No
- Does the SMS detail how the ODBS ensures that any taxis have a camera system of the approved standard? Yes  No
- Does the SMS detail how the ODBS ensures that drivers can identify if a camera system is faulty and what to do? Yes  No
- Does the SMS detail how camera equipment faults are reported and actioned? Yes  No
- Does the SMS detail how customers can report complaints? Yes  No
- Can the service provider demonstrate that record keeping processes for camera recordings protect the recordings against unauthorised, use, access or destruction? R.113 Yes  No
- Can the service provider demonstrate that camera recordings are destroyed in accordance with the regulations? R.114 Yes  No
- Considering the answers are the procedures adequate to mitigate the hazard? Yes  No

NOTES:

**COVID-19**

- Does the SMS detail procedures to avoid or mitigate this hazard?
- Does the SMS detail who is responsible for the procedures?
- Considering the answers are the procedures adequate to mitigate the hazard?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

NOTES:

**Other identified hazards**

- Does the SMS detail procedures to avoid or mitigate other identified hazards?

Yes  No

\_\_\_\_\_

If yes,

- Does the SMS detail who is responsible for the procedures?

Yes  No

- Does the SMS detail how drivers are made aware of the procedures?

Yes  No

- Considering the answers are the procedures adequate to mitigate the hazards?

Yes  No

NOTES:

### Element 3 SMS is documented

Is the SMS fully documented (in writing), can be one document or multiple documents and systems?

Yes

No

NOTES:

### Element 4 SMS is Accessible

Is the SMS accessible to any person who needs to be aware of or use it?

Yes

No

Did all (or most) of the drivers spoken to confirm that they were aware of how to access the SMS?

Yes

No

NOTES:

### Element 5 Review and Evaluation

Is the SMS regularly reviewed?

Yes

No

Does the ODBS have procedures for receiving and responding to safety incidents?

Yes

No

NOTES:

## SMS assessment outcome

<b>Element 1: Foreseeable hazards identified</b>		
Conforming	/	Non-conforming
<b>Element 2: Procedures to address hazards are adequate</b>		
Conforming	/	Non-conforming
<b>Element 3: SMS is documented</b>		
Conforming	/	Non-conforming
<b>Element 4: SMS is accessible</b>		
Conforming	/	Non-conforming
<b>Element 5: SMS review and evaluation</b>		
Conforming	/	Non-conforming
<b><u>SMS overall assessment</u></b>		
<b>Conforming</b>	<b>/</b>	<b>Non-conforming</b>



## Vehicle Safety Standards

### Sampled vehicles

Complete the relevant Sampling Checklists for each vehicle sampled. Provide the registration details of vehicles sampled at this audit and add the number of non-compliances identified.

Note: all non-compliances identified during the audit should be dealt with as per normal procedures.

Vehicle Rego	WAV Y/N	PTV Categories	Checklists Completed (tick)			Compliant Y/N
			OD-C or OD-RH	WAV	CSU	

Did the ODBS comply with all the requirements outlined in the CSU self-declaration?

Yes  No

Did all vehicles sampled meet the requirements outlined in the relevant vehicle checklists (OD-C, OD-RH, WAV and CSU)

Yes  No

In view of the results of the vehicle checks, do you consider that the auditee's Vehicle Safety Standard compliance conforms with expectations?

Yes  No

Conforming = A small number of non-compliances which the ODBS could not reasonably have been aware of, and which the ODBS has systems in place to address.

Non-conforming = A large number or pattern of non-compliances which they should reasonably have been aware of and addressed.

Provide details to justify your assessment:

Assessment

**Vehicle Safety Standards**

Conforming / Non-conforming

**IMPROVEMENT NOTICES:** Any offences identified while checking vehicle safety standards should be addressed with improvement notices or other enforcement action for each issue identified.

## Driver safety standards

Driver safety standards are confirmed using the associated driver sampling checklist.

### Drivers sampled

Provide the Driver's Licence number of drivers sampled at this audit (attach a separate sheet if required) **Highlight in red any driver that was issued with enforcement action.**


### Driver licensing and authorisation (s91)

Did all sampled drivers hold a valid WA drivers' licence Yes  No

Did all drivers sampled hold a valid Passenger Transport Drivers Authorisation or F/ T endorsement Yes  No

If the ODBS uses vehicles such as motorcycles and heavy vehicles do all drivers sampled operating those vehicles hold the relevant class of driver's licence. Yes  No

NOTES:

### Assessment

<b>Driver safety standards</b>	
Conforming	Non-conforming

**IMPROVEMENT NOTICES:** Any offences identified while checking driver safety standards should be addressed with improvement notices or other enforcement action for each issue identified.

## Complaints resolution process

Does the transport provider have a complaints resolution process in place which is known to drivers and available to customers of the service? (r.62)

Yes

No

Complaint record keeping requirements are contained in the record keeping section below.

NOTES:

### Complaints resolution process

Conforming

/

Non-conforming

## Advertising

Does the service provider include at least one of the following when advertising (r.61): Authorisation number, name of provider or trading/business name (as recorded against the ODBS authorisation in T-One)

Yes

No

Note:

If the ODBS is using a trading or business name in advertising but that name is not linked to their ODBS authorisation they can correct this by linking the name.

NOTES:

### Advertising

Conforming

/

Non-conforming

## Fares

### Rank or Hail (taxi only) r.116 & 117

- Fares charged for Rank or Hail bookings are not more than the maximums set out in Schedule 4 or 5) and any other applicable charges as set by regulation? (confirm by checking fares schedule card) Yes  No

### Fare Schedule (taxi only) r.118

- Do the amounts shown on the ODBS's fare schedule comply with the maximums allowed? Yes  No

### Surcharge (taxi only) r.126

- Any surcharge for non-cash payments is not more than 5%. Ask the ODBS to confirm how they ensure this. Yes  No

### Charter fare transparency r.128

- Does the ODBS provide prospective customers with the proposed fare or fare calculation details? Ask the ODBS how they do this and confirm. Yes  No

### ODBS details on receipts (charter and taxi) r.131

- Receipts contain the ODBS number, name or trading name. Yes  No

NOTES:

### Fares

Conforming

/

Non-conforming

## Record keeping

Using the record keeping checklist confirm that all required records are being kept in full and in the approved format.

- |  |     |                          |     |                          |
|--|-----|--------------------------|-----|--------------------------|
| • Driver records comply (r.57)?  | Yes | <input type="checkbox"/> | No  | <input type="checkbox"/> |
| • Vehicle records comply (r57)?  | Yes | <input type="checkbox"/> | No  | <input type="checkbox"/> |
| • Booking records comply (s251/r58)?   | Yes | <input type="checkbox"/> | No  | <input type="checkbox"/> |
| • Association arrangement records comply (r59)?                                    | Yes | <input type="checkbox"/> | No  | <input type="checkbox"/> |
| • Booking records for WAV where booking was not taken or facilitated comply (r58)? | N/A | <input type="checkbox"/> | Yes | <input type="checkbox"/> |
|  |     |                          | No  | <input type="checkbox"/> |
| • Complaint records comply (r63)?  | Yes | <input type="checkbox"/> | No  | <input type="checkbox"/> |

NOTES:

### Record keeping

Conforming

/

Non-conforming

## Levy responsibilities

Is the ODBS undertaking leviabale passenger service transactions (Section 244)? If **no**, disregard this section.

Yes  No

Is the ODBS registered as a taxpayer? (Section 249)

N/A  Yes  No

Does the ODBS have any exemptions to paying the levy? (r158)

N/A  Yes  No

NOTES:

**Note:** If the ODBS is undertaking leviabale passenger service transactions and doesn't have any exemptions then check T- One for levy lodgements.

### Levy

Conforming

/

Non-conforming

Not Applicable

# Audit outcome summary

## AUDIT OUTCOME

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Section	Description	Conforming or non-conforming
	ODBS Authorisation	<input style="width: 100%; height: 20px;" type="text"/>
	Safety Management System	
	Element 1 – Foreseeable hazards are identified	<input style="width: 100%; height: 20px;" type="text"/>
	Element 2 – Procedures are adequate	<input style="width: 100%; height: 20px;" type="text"/>
	Element 3 – SMS is documented	<input style="width: 100%; height: 20px;" type="text"/>
	Element 4 – SMS is accessible	<input style="width: 100%; height: 20px;" type="text"/>
	Element 5 – SMS is kept up to date and reviewed	<input style="width: 100%; height: 20px;" type="text"/>
	Vehicle safety standards	<input style="width: 100%; height: 20px;" type="text"/>
	Driver safety standards	<input style="width: 100%; height: 20px;" type="text"/>
	Complaints management	<input style="width: 100%; height: 20px;" type="text"/>
	Advertising	<input style="width: 100%; height: 20px;" type="text"/>
	Fares	<input style="width: 100%; height: 20px;" type="text"/>
	Record keeping	<input style="width: 100%; height: 20px;" type="text"/>
	Levy responsibilities	<input style="width: 100%; height: 20px;" type="text"/>

Signature of auditor

Date

--	--