BS ISO 39001:2012+A1:2024

BSI Standards Publication

Road traffic safety (RTS) management systems — Requirements with guidance for use

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National foreword

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The UK participation in its preparation was entrusted to Technical Committee RTS/1, ISO 39001 Road Traffic Safety Management systems.

A list of organizations represented on this committee can be obtained on request to its committee manager.

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Published by BSI Standards Limited 2024

ISBN 978 0 539 30737 5

ICS 03.100.70; 03.220.20

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This British Standard was published under the authority of the Standards Policy and Strategy Committee on 30 November 2012.

Amendments/corrigenda issued since publication

Date	Text affected
31 March 2024	Implementation of ISO amendment 1:2024. National Annex removed.

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INTERNATIONAL STANDARD

ISO 39001: 2012+A1

First edition
2012-10

Amendment 1
2024-02

Road traffic safety (RTS) management systems — Requirements with guidance for use

Systèmes de management de la sécurité routière — Exigences et recommandations de bonnes pratiques

Reference number
ISO 39001:2012(E)

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Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
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Published in Switzerland

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 39001 was prepared by Project Committee PC 241, *Road traffic safety management systems*.

For the purposes of research on road traffic safety management standards, users are encouraged to share their views on ISO 39001:2012 and their priorities for changes to future editions of the document. Click on the link below to take part in the online survey.

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Introduction

Road traffic safety (RTS) is a global concern. It is estimated that around 1,3 million people are killed and 20 million to 50 million are injured on roads around the world each year, and that this level is rising[10]. The socio-economic and health impacts are substantial.

This International Standard provides a tool to help organizations reduce, and ultimately eliminate, the incidence and risk of death and serious injury related to road traffic crashes. This focus can result in a more cost-effective use of the road traffic system.

This International Standard identifies elements of good RTS management practice that will enable the organization to achieve its desired RTS results.

This International Standard is applicable to public and private organizations that interact with the road traffic system. It can be used by internal and external parties, including certification bodies, to assess the organization's ability to meet the requirements.

Experience from around the world has shown that large reductions in death and serious injury can be achieved through the adoption of a holistic Safe System approach to RTS. This involves a clear and unequivocal focus on RTS results and evidence-based actions, supported by appropriate organizational management capacity[9][11][12].

Government cannot achieve these reductions alone. Organizations of all types and sizes, as well as individual road users, have a role to play. By adopting this International Standard, organizations should be able to achieve

— RTS results at levels that exceed what can be achieved through compliance with laws and standards, and

— their own objectives, and, at the same time, contribute to the achievement of societal goals

The management system specified in this International Standard focuses the organization on its RTS objectives and RTS targets and guides the planning of activities that will realize these goals by using a Safe System approach to RTS. Annex B describes categories of RTS results, the Safe System approach and a framework for good practice RTS management, and shows how they can be aligned with this International Standard.

Annex A provides some guidance on the implementation of this International Standard.

The RTS management system can be integrated into, or made compatible with, other management systems (see also Annex C) and processes within the organization.

This International Standard promotes the use of an iterative (plan, do, check, act) process approach that will guide the organization towards delivery of the RTS results.

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Road traffic safety (RTS) management systems — Requirements with guidance for use

1 Scope

This International Standard specifies requirements for a road traffic safety (RTS) management system to enable an organization that interacts with the road traffic system to reduce death and serious injuries related to road traffic crashes which it can influence. The requirements in this International Standard include development and implementation of an appropriate RTS policy, development of RTS objectives and action plans, which take into account legal and other requirements to which the organization subscribes, and information about elements and criteria related to RTS that the organization identifies as those which it can control and those which it can influence.

This International Standard is applicable to any organization, regardless of type, size and product or service provided, that wishes to

a) improve RTS performance,

b) establish, implement, maintain and improve an RTS management system,

c) assure itself of conformity with its stated RTS policy, and

d) demonstrate conformity with this International Standard.

This International Standard is intended to address RTS management. It is not intended to specify the technical and quality requirements of transportation products and services (e.g. roads, traffic signs/lights, automobiles, trams, cargo and passenger transportation services, rescue and emergency services).

It is not the intent of this International Standard to imply uniformity in the structure of RTS management systems or uniformity of documentation.

RTS is a shared responsibility. This International Standard is not intended to exclude road users from their obligations to comply with the law and behave responsibly. It can support the organization in its efforts to encourage road users to comply with the law.

All requirements of this International Standard are generic.

Where any requirement of this International Standard cannot be applied due to the nature of an organization and its products or services, that requirement can be considered for exclusion, provided the exclusion and the reason for exclusion are documented.

Where exclusions are made, claims of conformity to this International Standard are only acceptable where these exclusions do not affect the organization's ability to establish, implement, maintain and improve an RTS management system successfully.

2 Normative references

There are no normative references.

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3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1
audit
systematic, independent and documented **process** (3.27) for obtaining **audit evidence** (3.4) and evaluating it objectively to determine the extent to which the **audit criteria** (3.3) are fulfilled

Note 1 to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

Note 2 to entry: "Audit evidence" and "audit criteria" are defined in ISO 19011.

3.2
auditor
person with the demonstrated personal attributes and **competence** (3.7) to conduct an **audit** (3.1)

Note 1 to entry: The relevant personal attributes for an auditor are described in ISO 19011.

3.3
audit criteria
set of policies, procedures or requirements used as a reference against which **audit evidence** (3.4) is compared

3.4
audit evidence
records, statements of facts, or other information which are relevant to the **audit criteria** (3.3) and verifiable

3.5
best available information
information available to the organization that takes into account any known limitations of data or modeling used, or the possibility of divergence among experts

Note 1 to entry: It includes sources, such as evidence, scientific safety research, experience, feedback, observation, forecasts and expert judgement.

Note 2 to entry: Availability is dependent on the organization's resources.

3.6
commitment
level of work and dedication given to a **management system** (3.16)

3.7
competence
ability to apply knowledge and skills to achieve intended results

3.8
conformity
fulfilment of a **requirement** (3.28)

3.9
continual improvement
recurring activity to enhance **performance** (3.23)

3.10
correction
action to eliminate a detected **nonconformity** (3.19)

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3.11
corrective action
action to eliminate the cause of a **nonconformity** (3.19) and to prevent recurrence

3.12
death
loss of human life as a direct result of a **road traffic crash** (3.33).

Note 1 to entry: There is a widely accepted international definition of road traffic death which is a person or persons killed or dying within 30 days as a direct result of a road traffic crash, excluding suicide. There can be other definitions in different countries.

3.13
documented information
information required to be controlled and maintained by an **organization** (3.21) and the medium on which it is contained

Note 1 to entry: Documented information can be in any format and media and from any source.

Note 2 to entry: Documented information can refer to:

— the **management system** (3.16), including related **processes** (3.27);

— information created in order for the organization to operate (documentation);

— evidence of results achieved (records).

3.14
effectiveness
extent to which planned activities are realized and planned results achieved

3.15
interested party
person or **organization** (3.21) that can affect, be affected by, or perceive themselves to be affected by a decision or activity

Note 1 to entry: Interested parties can include, but are not limited to, employees, contractors, suppliers, customers and other affected third parties.

3.16
management system
set of interrelated or interacting elements of an **organization** (3.21) to establish **policies** (3.24) and **objectives** (3.20), and **processes** (3.27) to achieve those objectives

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The system elements include the organization's structure, roles and responsibilities, planning, operation, etc.

Note 3 to entry: The scope of a management system may include the whole of the organization, specific and identical functions of the organization, specific and identified sections of the organization or one or more functions across a group of organizations.

3.17
measurement
process (3.27) to determine a value

3.18
monitoring
determining the status of a system, a **process** (3.27) or an activity

Note 1 to entry: To determine the status there may be a need to check, supervise or critically observe.

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3.19
nonconformity
non-fulfilment of a **requirement** (3.28)

3.20
objective
result to be achieved

Note 1 to entry: An objective can be strategic, tactical, or operational.

Note 2 to entry: Objectives can relate to different disciplines (such as financial, health and safety, and environmental goals) and can apply at different levels [such as strategic, organization-wide, project, product and **process** (3.27)].

Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, as an RTS objective or by the use of other words with similar meaning (e.g. aim, goal, or target).

Note 4 to entry: In the context of RTS management systems, RTS objectives are set by the organization, consistent with the RTS policy, to achieve specific results.

3.21
organization
person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its **objectives** (3.20)

Note 1 to entry: The concept of organization includes, but is not limited to sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

3.22
outsource (verb)
make an arrangement where an external **organization** (3.21) performs part of an organization's function or **process** (3.27)

Note 1 to entry: An external organization is outside the scope of the **management system** (3.16), although the outsourced function or process is within the scope.

3.23
performance
measurable result

Note 1 to entry: Performance can relate either to quantitative or qualitative findings.

Note 2 to entry: Performance can relate to the management of activities, **processes** (3.27), products (including services), systems or **organizations** (3.21).

3.24
policy
intentions and direction of an **organization** (3.21) as formally expressed by its **top management** (3.45)

Note 1 to entry: The RTS policy provides a framework for action and for the setting of RTS **objectives** (3.20) and **RTS targets** (3.43).

3.25
preventive action
action to eliminate the cause of a potential **nonconformity** (3.19)

3.26
procedure
specified way to carry out an activity or a **process** (3.27).

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3.27
process
set of interrelated or interacting activities which transforms inputs into outputs

3.28
requirement
need or expectation that is stated, generally implied or obligatory

Note 1 to entry: "Generally implied" means that it is custom or common practice for the organization and interested parties that the need or expectation under consideration is implied.

Note 2 to entry: A specified requirement is one that is stated, for example in documented information.

3.29
risk
effect of uncertainty

Note 1 to entry: An effect is a deviation from the expected — positive or negative.

Note 2 to entry: Uncertainty is the state, even partial, of deficiency of information related to, understanding or knowledge of, an event, its consequence or likelihood.

Note 3 to entry: Risk is often characterized by reference to potential **events** (as defined in ISO Guide 73:2009, 3.5.1.3) and **consequences** (as defined in ISO Guide 73:2009, 3.6.1.3), or a combination of these. In this International Standard, RTS-related risk refers to crashes (events) and death and serious injuries (consequences).

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated **likelihood** (as defined in ISO Guide 73:2009, 3.6.1.1) of occurrence.

3.30
road
surface that vehicles and people use for travel including the adjacent area

Note 1 to entry: Railways are included in the case of railway level crossings or tramways operating on roads.

3.31
road network
system of **roads** (3.30) in a given area

3.32
road traffic
motorized and non-motorized usage of the **road** (3.30)

3.33
road traffic crash
collision or other impact on a **road** (3.30) causing **death** (3.12), any injury or damage

Note 1 to entry: In this International Standard, the focus for **organizations** (3.21) is on the prevention of death and **serious injury** (3.44) arising from road traffic crashes in the long-term and targeted improvements in the interim.

3.34
road traffic incident
occurrence arising from a failure of a component or external contributing factors of the **road traffic system** (3.36)

Note 1 to entry: Incidents include but are not limited to **road traffic crashes** (3.33) and near-misses.

Note 2 to entry: Examples of components where failure can cause incidents includes **road users** (3.37), vehicles, **roads** (3.30) or unforeseen external contributing factors such as lightning or animals.

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3.35
road traffic safety
RTS
conditions and factors related to **road traffic crashes** (3.33) and other **road traffic incidents** (3.34) that have an impact on, or have the potential to have an impact on death or serious injury of **road users** (3.37)

3.36
road traffic system
road (3.30), the vehicles, the emergency medical system and **road users** (3.37), and their interactions

3.37
road user
any person on the **road** (3.30)

3.38
RTS deficiency
appearance of conditions and factors related to the **road traffic system** (3.36) identified to cause **road traffic crashes** (3.33) and **road traffic incidents** (3.33) that lead, or have the potential to lead, to death and serious injuries of **road users** (3.37)

3.39
RTS corrective action
action to eliminate the cause of **road traffic crashes** (3.33)

3.40
RTS performance
measurable results of an **organization's** (3.21) management of its contribution to **RTS (**3.35)

Note 1 to entry: In the context of RTS management systems, results can be measured against the **organization's** (3.21) RTS **policy** (3.24), RTS **objectives** (3.20), **RTS targets** (3.43) and other RTS performance requirements.

3.41
RTS performance factor
a measurable factor, element and criterion contributing to **RTS** (3.35) that the **organization** (3.21) can influence and that allows the organization to determine impacts on RTS

Note 1 to entry: It allows an **organization** (3.21), including its contractors and sub-contractors, to determine changes in RTS **performance** (3.23). It is a concrete and measurable element of the organization's activity that will be used by the organization to track performance over time.

3.42
RTS preventive action
action to reduce or eliminate the **risk** (3.29) of **road traffic crashes** (3.33)

3.43
RTS target
detailed **performance** (3.23) to be achieved, consistent with the **policy** (3.24) and RTS **objectives** (3.20), that an **organization** (3.21) applies to itself or together with **interested parties** (3.16)

3.44
serious injury
injury with a long term health impact or non-minor harm caused to a person's body or its functions arising from a **road traffic crash** (3.33)

Note 1 to entry: In various countries, different definitions of serious injury are in use based on the duration of hospitalization of an injured person. Seriousness can also be based on medical diagnosis or disablement as a consequence of a road traffic crash. There may be other definitions in different countries.

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