

**The
Approved Tachograph Centre
Manual**

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1 Introduction

Purpose and scope of the Manual

- a. The European Community Tachograph Regulations (EC Reg 3821/85, as amended) requires European Member States to approve workshops and fitters who install, inspect and repair the recording equipment, known as tachographs, defined within this Regulation.
- b. In the UK national legislation provides powers to the Secretary of State for Transport to do this and this Manual sets out the conditions of approval and the requirements for correct operation of Approved Tachograph Centres. It also explains what is required of all Nominated Technicians who undertake the tasks and responsibilities associated with the installation, inspection and calibration of recording equipment and whose duties are described in these pages.
- c. The requirements outlined in this Manual, set the standards for approval and must be adhered to at all times by Approved Tachograph Centres and their staff when conducting tachograph work. It must be available for reference by staff of Approved Tachograph Centres at all times during their working hours. Approved Tachograph Centres or Nominated Technicians found in breach of any of the requirements detailed in the Manual may be subject to disciplinary action in line with the disciplinary section of this manual.
- d. VOSA will, as appropriate, amend and update the contents of this Manual and will advise Tachograph Centres and other interested parties accordingly. Copies of, and amendments to, this manual together with copies of Tachograph Centre Bulletins may be obtained direct from VOSA (see Appendix D for address), or on-line at **www.vosa.gov.uk**.

2 Definitions

Activation	Process required by Regulation by which full functionality of a digital tachograph is enabled. After installation, the digital tachograph vehicle unit must be activated, paired with the motion sensor and certain information, as described in Annex 1B, entered into its memory relating to the vehicle's identification, recording equipment identification and its operating parameters. The recording and storing functions of the recording equipment become fully operational after its activation.
Analogue Tachograph	Recording equipment complying with Annex 1 of EC Reg. 3821/85
Approved Tachograph Centre – ATC	A person, entity or organisation to which a Notice of Approval [GV209] has been issued and which conducts the Installation, Activation, Inspection, Checks, Calibration and Sealing of Recording Equipment, fixes Calibration Plaques and issues Certificates in accordance with to the requirements of EEC Regulation 3821/85 (as amended) and GB supporting legislation and requirements.
Approved Tachograph Repairers	Organisations approved by the Department for Transport to conduct major repairs and rebuilding/remanufacturing of analogue tachographs for supply as service exchange replacement tachographs
Calibration	The setting of a tachograph operating parameters within the tolerances of accuracy required by EEC Regulation 3821/85 as amended.
Calibration Certificate	Certificate issued following satisfactory inspection and calibration of a tachograph
Certificate of Undownloadability	Certificate issued at the time of repair or replacement of a digital tachograph where driver data cannot be downloaded from the digital tachograph vehicle unit.
Conditions of Approval	Requirements contained within the Approved Tachograph Manual in pursuance of powers granted to the Secretary of State to approve Tachograph Centres
Conformance Testing	These are tests that need to be conducted on Approved Test Equipment, by either the manufacturer or accredited test laboratories to ensure that the test equipment continues to be function correctly within the specified tolerances.
Data Protection Act 1981	Legislative requirements for the protection of personal data
Declaration of Conviction / Non	Declaration(s) that need to be provided as part of the application by completing the appropriate forms, which are

Conviction	enclosed in the application pack.
Decommissioning	Removal of a tachograph from a vehicle for the purposes of repair or replacement
Department for Transport	UK Government Department with overall responsibility for all matters relating to drivers' hours regulation and management of the tachograph scheme.
Designated Manager	A Manager of the Approved Tachograph Centre designated by the holder of the approval as responsible for the operations of the Centre. The designated manager may also be the quality controller or may delegate this task.
Digital Tachograph	Recording equipment conforming with Annex 1B EC Regulation 3821/85.
Duly Authorised Signatory	<p>A person who is authorised to sign applications and submit supporting documents by, or on behalf of, the entity making the application.</p> <p>♦ An Individual; In this case the person making the application is known as a sole trader who must personally sign it.</p> <p>♦ A Partnership; In the case of a partnership the applicant would be the partnership itself (e.g. the partnership of A Person and A N Other) and the application is to be signed by a partner or person '<i>duly authorised</i>' by the partnership to do so - confirmation that the person is '<i>duly authorised</i>' in the form of a statement to that effect signed by a partner will normally be required together with a copy of the current partnership agreement;</p> <p>♦ A Limited Company: In the case of a limited company the application, and subsequent approval, would be in respect of the company itself, not the directors or company management staff regardless of who owns the company and who its directors are. The application is to be signed by any person '<i>duly authorised</i>' by the company to do so. Written confirmation that the person is '<i>duly authorised</i>' signed by an 'officer of the company' is required (see '<i>Abbreviations and Definitions</i>' at the beginning of this manual). A copy of the current registrar of company's record showing details of officers of the company will also normally be required to validate the confirmation</p>
Great Britain	Means England, Scotland and Wales
GV 207	Application form to be used when making an application to apply for Approval, or to apply to make changes to an existing Approval.
GV 209	Notice of Approval .
GV 210	Notice of refusal to approve a centre or changes.
GV 212	Register of plaques issued by an approved Tachograph

	centre. This may be held in manual or electronic formats as long as it is available for inspection at all times the centre is open.
GV 213	List of Nominated Technicians which must be displayed at the Approved Tachograph Centre.
GV 214	Notice of maximum fees chargeable by an Approved Tachograph Centre.
GV 215	Warning notice that is required to be displayed at Approved Tachograph Centre.
Installation Inspection	Inspection required by Regulations of tachograph recording equipment, following installation to ensure correct fitment and functionality of the recording equipment and to ensure it is correctly calibrated, sealed and fitted with a legal calibration plaque.
Linear track	Marked area of level metallised surface incorporating a 20 metre measured distance and an approach area approved by VOSA as suitable for use by the Approved Tachograph Centre to conduct calibration of tachograph parameters on vehicles not able to be accommodated on roller test rigs or in the event of roller test rig failure. The linear track may be situated on the site of the Approved Tachograph Calibration Centre or at a separate site.
Nominated Technician	<p>A person who:</p> <ol style="list-style-type: none"> 1. has been proposed as suitable by an Approved Tachograph Centre 2. has been accepted by VOSA as a person of good repute suitable to conduct the Installation, Activation, Inspection, Checks, Calibration and Sealing of Recording Equipment, fixes Calibration Plaques and issues Certificates 3. has successfully completed specialised training to enable them to conduct installation, calibration and inspection of tachograph systems. 4. maintains a current and valid training certificate 5. is registered on the GB list of Nominated Technicians
Periodic Inspection	Inspections to tachograph recording equipment as required by Regulations to ensure correct fitment and functionality of the recording equipment and to ensure it is correctly calibrated, sealed and fitted with a legal calibration plaque.
Plaque	A tamperproof adhesive label or fixed & sealed metal/plastic plate containing tachograph manufacture/repairer information (Descriptive Plaque) and calibration or minor repair details, (Installation Plaque, 6 yearly calibration, 2 yearly check, minor repair plaque).
Quality Controller	The Approved Tachograph Centre must, as part of its management procedures, implement an adequate system of quality control within their Centre and appoint a Quality

	Controller. The Quality Controller may be the proprietor, the designated manager or another manager, an experienced Nominated Technician or a responsible third party whom VOSA has accepted as suitable. The Quality Controller must, as a minimum, be trained to the same level as the Technician.
Recording Equipment	Term used within Regulations to describe equipment used for the recording of drivers' hours - commonly referred to within the transport industry as tachographs.
Remote Approved Tachograph Centre	Approved Tachograph Centre allowed concessions on the requirements of approval due to remoteness of location and limited volume of tachograph work
Repute	The standing of Individuals and legal entities in respect of criminal convictions, financial standing and public conduct within the community.
Standard Approved Tachograph Centre	Approved Tachograph Centre – required to meet the full requirements of approval
Tachograph	Term used within the transport industry to describe recording equipment required by Regulations for the recording of drivers' hours.
Tachograph Families	Groups of tachographs for which Approved Repairers within the UK may be approved to conduct repairs.
Tachograph Work	All activities required to be conducted by Approved Tachograph Centres for the purposes of installing, activating, inspecting, checking, calibrating, sealing, repairing, decommissioning & downloading tachographs together with the recording of such activities and the issuing required documentation, plaques and certificates
UK or United Kingdom	Means Great Britain (consisting of England, Wales and Scotland) and Northern Ireland.
Vehicle Inspectorate	A division of VOSA (Vehicle Operator Services Agency).
VOSA	The Vehicle and Operator Services Agency - an executive agency of the Department for Transport, appointed to conduct work on behalf of the Secretary of State for Transport. VOSA is responsible for ensuring compliance with and enforcement of drivers' hours' legislation in the GB and for monitoring of the Tachograph Scheme on behalf of the Department for Transport.

3 Approved Tachograph Centre Responsibilities

a. An Approved Tachograph Centre must:

	Further Details	Section	Pages
Be of good repute and have adequate financial standing	Conditions of Approval	4.1	13-16
Ensure that premises, facilities and equipment comply with the Conditions of Approval and other relevant Acts, Regulations, Bylaws, Health and Safety at Work requirements, etc.,	Conditions of Approval	4.3	18-25
Ensure that the approved facilities, arrangements and equipment for the installation, inspection, calibration and decommissioning of recording equipment are maintained in good order (including the calibration of test equipment where relevant).	Conditions of Approval	4.4	26-29
Appoint a site manager, directly responsible for the day-to-day activities of the centre	Conditions of Approval	4.7	32-37
Be fully responsible for the actions of their staff and others acting on their behalf, or with their agreement	Conditions of Approval	4.7	32-37
Ensure that candidates to become Nominated Technicians meet the requirements stated in this manual	Nominated Technicians	5	47-49
Ensure that tachograph work is only conducted by, or under the direct personal supervision of, a Nominated Technician.	Nominated Technicians	5	47-49
Ensure that the inspection and calibration of tachographs is carried out to the standards laid down by regulations and in this manual	Procedures	7	57-77
Ensure that complete and accurate records are kept of tachograph work	Documents and Records	9	99-101
Immediately advise VOSA of <ul style="list-style-type: none"> any changes which may affect the Approval any criminal conviction of a sole proprietor, one of the partners, directors or officers of the company, or any Nominated Technician working at the centre 	Conditions of Approval	4.10	41-45
any change to the list of Nominated Technicians working at the centre	Nominated Technicians	5	47-49

4 Conditions of Approval

4.1 How to become an Approved Tachograph Centre

- a. Application for a new approval or for an additional class of approval must be made completing form GV207 “Application for Approval as a Workshop for Recording Equipment (Approved Tachograph Centre)”. The form is available from your local VOSA Enforcement Office (see Appendix D for contact details), and should be returned to that office with supporting documentation and the appropriate fee, once completed (Appendix K provides a table of current fees)

Note: An application from an Approved Tachograph Centre for approval to conduct tachograph work on an additional class of tachographs (e.g. digital tachographs) will be considered acceptable where they continue to comply with the workshop dimensional requirements accepted under their current approval.

- b. Applications may be submitted by:
- i. A sole trader - application must be made in their own name, and signed by the individual.
 - ii. A partnership - application made in the name of all the partners, and should be signed by one of the partners, or a duly authorised person.
 - iii. A limited company - application made in the name of the limited company, and signed by an officer of the company or a duly authorised person.

Note: Approvals will not be issued to entities under trading names, only to one of the above legal entities.

- c. The application must be accompanied by;
- i. a site plan showing
 - ii. the building(s),
 - iii. location of the calibration bay(s) within the building(s),
 - iv. location of the linear track,
 - v. access to the public highway,
 - vi. the parking area(s)

- d. Fully dimensioned drawings of the proposed inspection/calibration bay(s) showing location of:
 - i. adjacent equipment,
 - ii. adjacent parts of the building,
 - iii. location of the calibration equipment,
 - iv. positions and dimensions of entrances and exits,
 - v. secure working area,
 - vi. the safe,
 - vii. the security container,
 - viii. reception area,
 - ix. obligatory notice-board

- e. Details of sole use of the site:
 - i. If applicant is the site owner
 - ii. copies of Land Registry confirming this,
 - iii. if Land Registry is not available, proof of ownership with written explanation from a solicitor.
 - iv. If applicant is not the site owner
 - v. Evidence that the applicant has the right of exclusive use of the premises, including use as an Approved Tachograph Centre, in the form of lease, rental agreement or licence,
 - vi. In addition, proof that the person or body granting the lease owns the site; or if they are lease holders of the site, that their lease allows sub-letting or assignment of all or part of the lease to someone else.

- f. The following evidence:
 - i. Planning permission, exemption from planning permission or written confirmation from the Local Authority that existing planning approval covers use of the site for the purpose of this business,
 - ii. Two character references for each person named on the application form, or each director in respect of limited companies. These must be

from reputable sources e.g. barrister, solicitor, accountant, Justice of the Peace. References should be on headed paper, where appropriate, and must include a contact telephone number where VOSA may make further enquiries.

- g. References must include:
 - i. Status of referee
 - ii. How long they have known the applicant
 - iii. Relationship of the referee to the applicant e.g. professional, social
 - iv. State applicant is of good repute
 - v. Confirmation of the suitability of applicant to operate an Approved Tachograph Centre on behalf of the Secretary of State.
- h. Evidence of sound financial standing this should be a reference from a bank or building society. If this is not available you may submit:
 - i. A reference from a properly qualified accountant on headed paper
 - ii. Copies of properly audited accounts
 - iii. For a new business, references based on a business plan stating that in the professional opinion of the referee the plan is realistic and there is sufficient capital or financial backing to implement the plan.
- i. A declaration of Conviction / Non Conviction for each person named on the application. In the case of a partnership, this would be separate declarations for each of the partners. In the case of a company, this would be separate declarations for the company and each director.
- j. In the case of a partnership, a copy of the partnership agreement.
- k. In the case of a limited company, a copy of the Certificate of Incorporation,
- l. Supporting evidence to demonstrate that the applicant has satisfactory arrangements for the provision of suitable technical support and information

(e.g. from a recognised tachograph support organisation such as a tachograph manufacturer),

- m. Supporting evidence to demonstrate that the applicant has satisfactory arrangements for the provision of approved training to Nominated Technicians (i.e. from an approved tachograph training supplier).
- n. Supporting evidence to demonstrate that the applicant has satisfactory arrangements for the provision of the supply of tachographs, spare parts and consumables required to enable tachograph work to be satisfactorily conducted.
- o. Supporting evidence to demonstrate that the applicant has satisfactory arrangements for the provision of routine inspection, maintenance and conformance checking of tachograph test equipment.
- p. For applicants for an Approved Tachograph Centres approved to conduct work on digital tachographs a copy of registration as a data processor under the Data Protection Act 1998

4.2 The Approval Process

- a. Following receipt of the application form, attachments and fee, an inspection of the proposed premises/site will normally be required. The VOSA local Area Office will contact the applicant when the completed application has been received to arrange a suitable appointment.
- b. VOSA examiners will, where appropriate, discuss areas that do not meet the requirements and look at options for acceptable changes. If the proposals (amended as necessary) contained within the application meet the approval requirements, the applicant will receive Approval in Principle in writing.

- c. Final approval will only be granted when:
- i. the Conditions of Approval have been met in full,
 - ii. at least one of the proposed Nominated Technician(s) has been accepted by VOSA as being of suitable repute and competence, have completed suitable training and will be included on the list of Nominated Technicians [GV213],
 - iii. acceptable Quality Control and Workshop Management Audit systems are in place

Delay in completion

- d. VOSA will write requesting evidence of intent to proceed if an application is not completed within 6 months of submission and does not appear to be proceeding. If no reply is received within one month, or the reply is such that the terms of the initial Approval in Principle are no longer valid, then the application will be refused. Notification of this refusal will be in writing.

Duration of Approval

- e. Initial approval, when issued between 1 February and 30 October this will expire on 31 January of the following year. Approvals issued between 1 November and 31 January in any year will expire on 31 January in the following year.

Fees

- f. There are no public funds available to support Approved Tachograph Centres and their operations must be financed from revenue. The Secretary of State sets maximum fees which Approved Tachograph Centres can charge for installation inspections and calibration and two and six yearly inspection, current fees are provided at Appendix K. All other work - e.g. sale and installation of recording equipment, minor repairs etc - may be charged at normal commercial rates.

- g. Centres are required to pay a fee to the Vehicle and Operator Services Agency at the time of making their application for approval and a renewal fee payable annually thereafter; current fees are provided at Appendix K. If, following request by VOSA, an Approved Tachograph Centre fails to pay a renewal fee it will be subject to the disciplinary provisions set out in this Manual, and may result in renewal of the Approval being declined. In such circumstances the Approved Tachograph Centre will be required to cease conducting tachograph work from the expiry date of approval pending receipt, and consideration for acceptance, of a new application for Approval.

Renewal of Approval

- h. Approval will be renewed annually to cover a period of 1 February to 31 January of the following year, and is conditional on the Centre's satisfactory operation and continued compliance with the conditions of approval, including the payment of the appropriate annual fee.

4.3 Requirements for Standard Approved Tachograph Centres

- a. Applicants for approval as a Standard Approved Tachograph Centre must ensure that suitable facilities, arrangements and equipment for the installation, inspection, calibration and decommissioning of recording equipment fitted to vehicles are provided and maintained.
- b. Once authorised VOSA is required to include the details of the Approved Tachograph Centre, seal identification number and the names of Nominated Technicians on a central register. Details of all GB Approved Tachograph Centres are provided to the European Commission and other Member States and a list of Approved Tachograph Centres is published by VOSA.
- c. VOSA will, on receipt of a lawful request, release information about the applicant and their business to other enforcement bodies for the purpose of

investigating and detecting crime or the prosecution of offenders. This covers specific requests from for example, the Police, Customs and Excise or the Inland Revenue. VOSA will not release personal information in response to general enquiries, but has an obligation under The Freedom of Information Act to release other information. Such information includes the trading name, address and phone number of the Approved Tachograph Centre to assist the public in finding the location of suitable centres able to conduct tachograph work.

Facilities at Standard Approved Tachograph Centres

- d. As a minimum the facilities provided must include premises with:
 - i. off road parking to accommodate at least two commercial vehicles 15m long and 2.6m wide
 - ii. a clear and unobstructed access route from the site entrance to the parking and test bays
 - iii. ingress and egress that allows vehicles to enter and leave the site in a safe manner.
- e. The prescribed Approved Tachograph Centre sign (see Appendix F) must be displayed in a prominent position on the exterior of the building, no part higher than 4.5 m from the ground and no more than one sign on each road frontage. Each class of approval, analogue and/or digital, must also be clearly shown above, below or adjacent to the above sign.

Reception Facilities

- f. A clearly identified, weatherproof public reception and/or waiting room must be provided.

- g. A notice board with a protective transparent covering positioned in the public reception area must be provided so that customers can have ready access to and may easily read obligatory notices. The board must be of sufficient size to accommodate at least six A4 notices in portrait format.

Obligatory notices to be displayed

- h. The following must be displayed on the designated notice board:
 - i. Current Notice of Approval [form GV209] including opening times,
 - ii. Current list of Nominated Persons [GV213],
 - iii. Current statutory maximum fees for installation, inspection, calibration and decommissioning work [GV214],
 - iv. Certificate of registration for Data Protection purposes (where appropriate),
 - v. A notice stating that it is a Condition of Approval that any vehicle found to be fitted with unauthorised devices, or subject to tampering, will be reported to VOSA [GV215]

Inspection and Test Facilities

- i. Test bays meeting the following specification must be provided:
 - i. vehicle entrances and exits giving access to a vehicle at least 2.6m wide and 4.57m high,
 - ii. adequate general illumination – there must be sufficient artificial lighting to enable all work to be carried out without difficulty throughout the year,

- iii. covered and capable of enclosing, by means of walls and doors (so as to afford protection against the weather), a vehicle 15m long, 2.6m wide and 4.57m high.

Note: Approved Tachograph Centres whose approval was granted before 1st June 2005, may continue to comply with workshop dimensional requirements applicable at the time of that approval.

Availability Requirements for Calibration Bay:

- j. This is the bay in which the equipment to determine 'l' and 'w' will be installed. It may be used for other work, provided it can be made available for tachograph work within 30 minutes: tachograph work must always be given priority.

Additional Requirements for Underside Inspection Bay

- k. Access to the underside of the vehicle may be by:
 - i. a pit having a depth of at least 1m over a length of at least 5m (Where the calibration and underside inspection bays are located end to end some overlap of the 15m vehicle length may be permitted providing that the distance between the transverse centre lines of the rollers and opening of the pit (if fitted) is not less than 8m).
 - ii. platform lift, axle lift or mobile column lift with at least four columns, any of which are capable of lifting a vehicle weighing 14,000kg, with a maximum outer axle spread of 8.25m, at least 1m clear of the workshop floor.

- Notes:**
- 1. The underside inspection bay may be a single designated bay, or one of several bays (all of which meet the requirements), provided that one of these bays can be available for tachograph work within 30 minutes.
 - 2. For centres that are also Approved for statutory annual testing of vehicles using the same bays as used for underside

inspections, the 30 minute requirement may be waived at times during which statutory annual testing is being undertaken

3. Approved Tachograph Centres whose approval was granted before 1st June 2005 may continue to comply with workshop dimensional requirements applicable at the time of that approval.

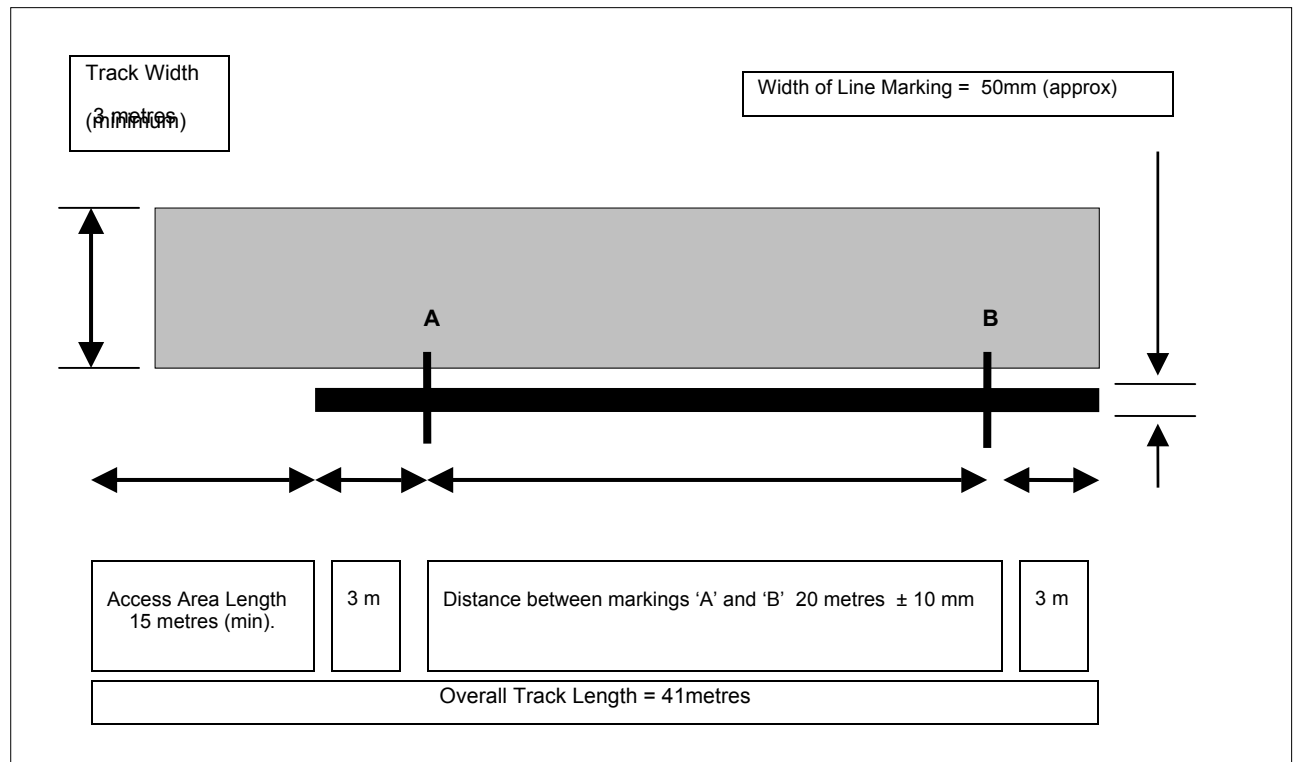
- I. A separate and secure workshop area must be provided containing a workbench for the conduct of minor repairs and bench head testing etc. It should be:
 - i. sited close to the calibration bay,
 - ii. maintained in a clean and tidy condition,
 - iii. be used exclusively for tachograph-related work,
 - iv. restricted for the exclusive use of authorised personnel only.
- m. A linear test track complying with the following specification must be available to the centre during opening hours:
 - i. Minimum length and width as shown in figure 1. The shaded area in figure 1 must be reasonably flat and level and properly surfaced with a material such as concrete or asphalt. There must be sufficient room for personnel to move around a large vehicle during testing.
 - ii. The track must be marked with a 20m line at least 50mm wide, and transverse lines at points A and B at least 50mm wide, as shown in figure 1. The markings must be of a durable nature. The centre of the transverse lines at A and B must be permanently marked by metal bars or similar, set with their centre lines $20\text{m} \pm 10\text{mm}$ apart.

- iii. There must be satisfactory access to the track for a rigid vehicle of 15m long and 2.6m wide. It must be possible to test vehicles at least 4.57m high.
- iv. The track must be kept free from obstruction, available for use at short notice and the surface and markings maintained in good order. Ice and snow must be cleared prior to use.
- v. The track will normally be on site and under the direct control of the holder of the tachograph centre approval, although VOSA will consider other arrangements where the physical space or geography of the site will not allow a track on site. This will include tracks being located at nearby premises, or those of another approved tachograph centre, providing evidence can be produced to show the alternative location can be used for such purpose.

Note :

- 1. Any existing centre Approved Tachograph Centres whose approval was granted before 1st June 2005 may continue to comply with linear track dimensional requirements applicable at the time of that approval.
- 2. Any existing centre that does not have a linear track will be required to install or arrange access to such a track within 6 months of 1st June 2005. In exceptional cases VOSA may grant an exemption from the linear track requirements where an existing Centre believes it is unable to meet these requirements, due to physical space or geographical problems. Centres who wish to apply for such an exemption must immediately contact VOSA.

Figure 1 - Dimensions of Linear track (diagram not to scale)



Notes

1. Marking of the linear track (indicated by the thick dark line on the drawing) is required.
 2. The shaded area indicates the extent of the test track and is included in the drawing for illustrative purposes only – this area is not required to be physically marked on the ground.
- n. The linear track may be used as an alternative to a roller test rig (or approved equipment) in the following circumstances:
- i. the axle load exceeds 13 tonnes;
 - ii. the vehicle is carrying a dangerous load and cannot conveniently be purged;
 - iii. the tachograph is operated by non-driven wheels;
 - iv. the vehicle is of such a configuration that it cannot be tested on normal vehicle testing equipment;
 - v. the vehicle has twin rear axle drive with no differential lock and the rolling road and slave rollers cannot be braked;

- vi. the vehicle has a transmission configuration which cannot be tested on a rolling road without causing damage to the transmission e.g. a car/van derived 4 wheel drive vehicle. (Note: these types of vehicle when towing a trailer may legally require a tachograph when used for the carriage of goods and the combined maximum permissible weight exceeds 3.5 tonnes);
- vii. In the case of breakdown of a roller test rig (or approved alternative) (See Section 4.4 for further information).

Liability for Health & Safety, Damage to vehicles and personal Injury

- o. Approved Tachograph Centres are, normally, part of a commercial vehicle repair or similar operation and routinely accept responsibility for taking into their care vehicles and property belonging to their customers. The duty of care which is exercised when accepting vehicles for installation, inspection and calibration is expected to be at least as high as that exercised when accepting vehicles for any other service they are offering commercially.
- p. Importantly Approved Tachograph Centres have a duty of care to ensure the safety of customers and drivers who may accompany the vehicles. Whilst VOSA Examiners will endeavour to highlight unsatisfactory aspects and working practices observed during their visits, the responsibility for ensuring the safety of customers and of their property rests entirely with those responsible for the management and control of the Approved Tachograph Centre and their staff.
- q. It is emphasised that responsibility for ensuring that premises and equipment comply with other relevant Acts, Regulations, Bylaws, Health and Safety at Work requirements, etc., rests with the applicant.

4.4 Equipment

- a. Approved equipment must be laid out so that installation, inspection, calibration and decommissioning of recording equipment can be performed effectively.

Approved Equipment Required For Work on Analogue Tachographs

- b. One item from each of the following sections must be provided. A list of the Equipment Approved by VOSA is provided at Appendix E. Where a piece of approved equipment is shown in more than one section of Appendix E that piece of equipment is considered to fulfil the requirements, each section within which it appears.
 - i. Vehicle Testing equipment (e.g. a roller test rig or approved alternative) for determining the characteristic coefficient of the vehicle 'w' and the effective circumference of the tyres 'l'
 - ii. A Tachograph instrument portable drive test unit suitable for use on the work bench and in the cab of the vehicle.
 - iii. A clock tester to test the accuracy of the tachograph time clock.
 - iv. An optical record sheet (chart) analyser for tachograph chart analysis and verification of recordings made.
 - v. For use on mechanical and early electronic tachographs, a turns counter or an approved pulse counter with the ability to calculate turns of a mechanically rotating shaft; in addition, a pulse counter to test pulse generators with non-rotating parts.
 - vi. Note: In line with the requirements for linear tracks to be available 6 months after 1st June 2005, all Centres will need this equipment.
 - vii. An adapter for electronic sender units - which is a means of adapting the equipment described in Section 4.4 Para b) i. above to operate from the available input.

- viii. A pulse counter for use on electronic tachographs, using non-rotating parts e.g. proximity devices.

Note: In line with the requirements for linear tracks to be available 6 months after 1st June 2005, all Centres will need this equipment.

Approved Equipment Required For Work on Digital Tachographs

- c. Applications from tachograph and equipment suppliers are currently being submitted – at the time of writing no equipment has been approved for use with digital tachographs within the UK

Conformance Testing of Approved Equipment

- d. The testing equipment, the adaptor for electronic sender units, pulse counter, the portable drive test unit and clock tester must be tested to ensure conformance with the standards for that equipment every six months. This check may take place at anytime in the month in which it is due.
- e. The turns counter must be checked for accuracy (or certified) at least every 12 months. This check may take place at anytime in the month in which it is due.
- f. Conformance testing may be carried out by the equipment manufacturer, their representatives or other competent organisations accredited by the United Kingdom Accreditation Service (UKAS) to calibrate instruments of the appropriate class. Those conducting conformance testing must be independent of the ownership or control of the Approved Tachograph Centre.
- g. Organisations accepted as competent and who were regularly involved in conformance testing of test equipment for tachographs as of 1st May 2005, but who are not accredited by the United Kingdom Accreditation Service (UKAS), may continue to carry out such work subject to that organisation achieving accreditation by 31st April 2006.

- h. All certificates must clearly identify the organisation and the name of the inspector having conducted the work and indicate the actual accuracy of the equipment, not simply that it is within the tolerances laid down. All current certificates of calibration must be held at the Centre, and provided for inspection when so requested by a VOSA Examiner.

Overdue Conformance Testing and Malfunction of Test Equipment

- i. Except in the case of a roller test rig (or approved alternative) inspection and calibration work must stop immediately if any mandatory item of approved equipment is not retested for conformance by its due date or malfunctions in a way that could prevent a tachograph calibration being properly conducted. The local VOSA Area Office must immediately be notified and written confirmation may be requested. Work must not be resumed until the equipment has been re-calibrated or properly repaired and the Centre has informed VOSA accordingly.
- j. In the case of breakdown of a roller test rig (or approved alternative) the linear track may be used provided the prior approval of the local VOSA Area Office has been obtained. Notification to VOSA may be verbal in the first instance but must be confirmed in writing. The centre may continue working by using the approved 20m linear track whilst repairs to the roller test rig are carried out. VOSA reserve the right to review this concession for individual Approved Tachograph Centres should prolonged or repeated failure of the roller test rig be experienced.

Other equipment to be provided

- k. The following must also be available for use at all times that tachograph work is being carried out:
 - i. Seal marking devices incorporating the identification mark allocated to the centre by VOSA and a supply of seals currently in use. The marking devices include pliers etc., for attaching and embossing lead seals to sealing wire and for embossing plastic seals before insertion. Punches to emboss captive seals in position are desirable but centres

not so equipped may use alternative approved sealing systems provided no extra charge is made to the customer because of this lack of equipment.

- ii. A tyre pressure gauge graduated up to 120 psi.
- iii. A compressor capable of supplying air at a pressure of at least 110 psi.
- iv. Adequate specialist and general workshop tools to enable the removal and refitting of the various components of approved recording equipment fitted to vehicles (as recommended by the tachograph and vehicle manufacturers).
- v. A current up-to-date copy of this manual,
- vi. Suitable wheel chocks or other restraint devices to be used when vehicles are tested on rolling roads,
- vii. A hand held low voltage inspection lamp, 'Low voltage' is regarded as 24 volts or less.

4.5 Security

- a. The following security provisions must be in place for the purpose of effecting secure storage of seal marking devices, seals, plaques, certificates and workshop smart cards. Access to the security arrangements must be restricted to the Approval holder, their Nominated Technicians and Centre staff with specific permission to have access (e.g. the manager of the workshop):
- b. A strong slam-locking metal container for temporary storage during working periods. This must be securely mounted to a solid wall or floor close to where plaques and certificates will be made out. This container must be robust

enough to resist entry attempts using general hand tools available in the workshop (e.g. tyre lever). The use of filing cabinets or cash boxes will not be regarded as sufficient unless reinforced. Any externally-accessible anchoring bolts must be tamper-proof.

- c. Centres Approved prior to 1st June 2005 may continue with the existing provision of a strong lockable steel cabinet or safe, for secure custody outside working periods. This must be securely attached to the structure of the building or weigh at least 1000kg.
- d. Centres applying for approval, or for an additional approval, after 1st June 2005 must provide an under floor safe for the storage of tachograph sealing equipment and workshop cards outside working periods. It must have an insurance rating of £6000 and a statement from the installer that the installation complies with the manufacturer's instructions and the requirements of the insurance rating.
- e. This safe may be located in a private dwelling on the site, providing VOSA staff have access to inspect it.
- f. A safe meeting the same insurance requirements but that is secured to a solid floor or wall, may be used if the installation of a floor safe is not possible due to the original building design.
- g. Tachograph Centres Approved before 1st June 2005 must:
 - i. in any event upgrade their security to comply with the updated requirements by 31 March 2006.
 - ii. upgrade their security to meet the updated requirements should they make changes to their existing Approval prior to 31 March 2006 ,

- iii. at VOSA's discretion, upgrade security by fitment of a floor safe as described above where they suffer loss or theft of the secured items from an existing safe.

4.6 Standards of Service to Vehicle Presenters

'All-Comers'

- a. Approved Tachographs Centres are expected to provide a service to 'all-comers' and to be able to conduct Inspections and Calibration of all tachographs of the type for which they are approved - irrespective of the make of tachograph. It is recognised however that, where replacement of a tachograph is required, centres may not be able to offer a like for like exchange but may instead elect to offer a substitute tachograph of a different make or model (subject to technical suitability and the acceptance of the substitution by the customer).

Opening Times

- b. Centres must be able to offer installations, inspections and calibrations during the hours notified to VOSA at the time of approval, or as subsequently amended in writing. These opening times must be clearly displayed on the obligatory notice board.

Appointments for Inspections and Calibrations

- c. Approved Tachograph Centres must provide facilities to enable vehicle presenters to make appointments for inspection and calibration both by telephone and by personal visit. An Approved Tachograph Centre will meet all reasonable requests for tachograph services. They must offer an appointment to install, inspect and calibrate any vehicle of a class within their approval at the earliest practicable opportunity bearing in mind their existing tachograph workload.

Notice of Refusal

- d. A centre will, on request from the customer, give written notice of a refusal by the centre to carry out any service sought, or reasons why an appointment cannot be made. This should be copied to the local VOSA Area Office.

4.7 Quality Control

- a. Approved Tachograph Centres must exercise effective management of the activities conducted by within the centre and by Nominated Technicians. The name of a Designated Manager for the operations of the Centre must be provided to VOSA.
- b. The Approved Tachograph Centre must also, as part of its management procedures, implement an adequate system of quality control within their Centre and appoint a Quality Controller. The Quality Controller must be the holder of a valid training certificate and may be the proprietor, the designated manager or another manager, an experienced Nominated Technician or a responsible third party whom VOSA has accepted as suitable.
- c. A Quality Controller may conduct this role at more than one Centre. In the case of an organisation using a single Quality Controller at a number of Approved Tachograph Centres controlled by them or where an independent/external QC is employed VOSA must be notified of the QC's normal place of work/office address.

Minimum acceptable QC system

- d. The management of Approved Tachograph Centres need to ensure that the quality of the work conducted by the workshop and the Nominated Technicians employed meets requirements and that they have full and adequate records of their activities.

Records Management

- e. The GV212 register, which may be maintained in either an approved paper or approved electronic format, must;
 - i. be kept up to date at all times,
 - ii. provide a chronological record of the details of all tachograph work conducted,
 - iii. show the vehicle identity and tachograph details together with parameter settings for all tachographs installed, activated, calibrated, inspected, repaired.

- f. For digital tachographs the GV212 register **must** be an electronic data records system of a type approved by VOSA and must be used to record:
 - i. full details of each vehicle and tachograph worked on including the work conducted and changes or adjustments made using the individual workshop smart cards. This data, (including the details of the workshop smart card used), must be electronically downloaded and stored directly from the workshop smart cards upon completion of each inspection/calibration undertaken by the Nominated Technician to whom the card is assigned.
 - ii. details of all decommissioned digital tachographs.
 - iii. The details of all downloaded data secured at the time of tachograph decommissioning.
 - iv. A record of all Certificates of Undownloadability issued by the Approved Tachograph Centres.

- g. In addition to the above:
 - i. all unused, spoilt, invalid or damaged Certificates of Undownloadability must be retained for audit purposes for a period of two years.

- ii. copies of downloaded data acquired at the time of tachograph decommissioning, will be securely stored for one year, using an approved data storage medium. At the end of one year the data will be destroyed. If this data is stored electronically this may be by means of deletion, or removal, from the system it is stored within.
- iii. An record of all data destroyed must be kept by the centre for a period of at least two years. This record must contain details of the data that was made destroyed, the date of destruction and be signed by the person who carried out the destruction.

Internal Quality Assurance checks of records by Approved Tachograph Centres

- h. The Quality Controller must make regular checks of:
 - i. the GV212 register
 - ii. other complimentary administrative systems (e.g. workshop job cards, calibration certificates etc),
 - iii. data stored within electronic data systems used to record the use of workshop smart cards
 - iv. work conducted to ensure that activities within the workshop are legitimately undertaken and adequately controlled by the Approved Tachograph Centre. Checks may be made by observation of work being undertaken and/or by rechecking upon after completion. The frequency and depth of checks required will vary depending on the administrative arrangements in place within the Approved Tachograph Centre – it remains for the management of the centre to ensure that it exercises proper control over activities conducted under the approval.
- i. Factors to be considered include:
 - i. the number of the staff employed
 - ii. the nature and closeness of management supervision

- iii. the volume of workloads.
- j. As a minimum requirement however, an internal audit of the workshop records should be conducted at a frequency no greater than every three months. Where errors or shortcomings are found, corrective action must be taken and the level and frequency of checks should be increased until such time as the Approved Tachograph Centre is satisfied that the problems have been resolved.
- k. Advice to resolve particular issues, where required, may be sought from the local VOSA enforcement office.

Internal Quality Assurance of Work Standards by Approved Tachograph Centres

- l. In addition to a regular check on records and documentation the Quality Controller must carry out a practical check on each of the Nominated Technicians. The purpose of the check is to provide the management of the Approved Tachograph Centre with confidence that the quality of work conducted within the workshop is to a satisfactory standard however it is expected that such checks will, in any case, be made at intervals no greater than every 6 months. Each quality check must be carried out on a vehicle calibrated under normal circumstances, covering all aspects of the test, including:
 - i. Inspection routines and procedures,
 - ii. Use of testing equipment,
 - iii. Confirmation of parameters at which the recording equipment has been calibrated,
 - iv. Documentation

- m. Practical checks may be achieved in one of two ways. The Quality Controller may either observe all parts of the test as they are carried out; or observe the first two processes detailed above and conduct a full re-examination of the vehicle recording equipment (tachograph) system and a full documentation check.
- n. The Quality Controller must complete a written report on the quality check, identifying the vehicle tested and Nominated Technician being checked. A 'tick-sheet' format is acceptable but must clearly show that it is a QC check report and include details of any deficiencies found in the work conducted by the Nominated Technician and the corrective action taken to prevent a recurrence. The quality control reports must be kept for at least 2 years.
- o. In the Register of Tachograph Work [GV212], the QC should clearly endorse the entry to show that the work conducted on this vehicle was subject to quality checks.
- p. Approved Tachograph Centres are reminded that the responsibility for ensuring that standards are maintained rests with themselves - where shortcomings are found in the quality of work conducted by Nominated Technicians, corrective action must be taken to resolve the cause of the shortcomings and to ensure that these are addressed and avoided in the future. Advice to resolve particular issues, where required, may be sought from the local VOSA enforcement office.

Periodic Inspection of Approved Tachograph Centres by VOSA

- q. Centres will be required to permit VOSA examiners to visit an Approved Tachograph Centre at any time during the Centre's hours of operation. The examiners may carry out some or all of the following:
 - i. inspect the premises, facilities and equipment,
 - ii. carry out a competency check on any Nominated Technicians,

- iii. carry out checks to establish the efficiency and accuracy of the equipment, including checks on documentation and equipment calibration certificates,
- iv. watch any tachograph work or service which may be taking place,
- v. conduct re-inspection of recently calibrated/inspected vehicle and tachograph,
- vi. inspect all records, information and data which are required to be kept at the premises,
- vii. ensure the security requirements for sealing devices, seals, workshop smart cards, downloaded data, plaques and certificates are observed,
- viii. check that the internal quality assurance procedures are being effectively conducted and ensure the work of the Approved Tachograph Centre is being properly managed,
- ix. require the Approved Tachograph Centre, the Designated Manager or Nominated Technicians to provide any information that may reasonably be requested on any of the above matters.

Use Of Approved Tachograph Centres Facilities By VOSA Examiners for other purposes connected with inspection of Tachographs.

- r. Centres must allow their Tachograph Centre facilities to be used by VOSA examiners for examining the tachograph and recording equipment fitted to vehicles. 3 days' notice will normally be provided however this period may be reduced by mutual agreement. VOSA will reimburse Approved Tachograph Centres for use of their facilities, and assistance of their staff where requested, subject to agreement prior to use of the facilities.

4.8 Acceptable Variations to Existing Approved Tachograph Centres

- a. Provided there is no change in the class of vehicles or tachographs to be worked on and the security requirements are fully complied with, certain variations will be allowed to Approvals.

Note: An application from an Approved Tachograph Centre for approval to conduct tachograph work on an additional class of tachographs (e.g. digital tachographs) will be considered acceptable where they continue to comply with the workshop dimensional requirements accepted at the time the current approval was granted.

Existing Approved Tachograph Centre moving a test bay or equipment within their present building(s)

- b. Where a centre applies to move equipment within premises previously used for tachograph testing which do not meet current dimensional requirements, and can provide acceptable evidence that the premises had been used for tachograph testing within 12 months of the application, the approval may be granted provided the premises meet the following requirements:
 - i. Calibration bay: one covered commercial vehicle bay capable of enclosing, by means of walls and doors (so as to afford protection against the weather) a vehicle 12m long, 2.6m wide and 4m high in which the equipment necessary to determine the "L" and "W" factors for the vehicle is installed.
 - ii. Test equipment: requirements will be considered met if the existing approved equipment is used. If new equipment is obtained, it must meet the current relevant requirements.
 - iii. Lifting Equipment: Centres may continue to use existing, previously approved equipment. If new equipment is obtained, it must meet the current relevant requirements.
 - iv. All the other current approval requirements, including those for underside inspection, security, etc. must be met.

Use of previously Approved Premises

- c. New applicants or existing Approved Calibration Centres moving into previously approved premises, using existing inspection and calibration test bays which have been used as such within the last 12 months, may be eligible for the following variations:
 - i. The test bay and equipment layout of the previous approved premises will be considered suitable if they meet the conditions of appointment that were current when the site was last accepted, subject to any upgrade considered necessary to meet current security requirements.
 - ii. Test equipment requirements will be considered met if the originally approved equipment is retained, provided that it is still in full working order. If new equipment is obtained, it must meet the current relevant requirements.

4.9 Remote Area Approved Tachograph Centres

- a. In remote locations certain concessions may be allowed regarding the approval requirements for an Approved Tachograph Centre. The decision to accept such applications is made against the criteria below and rests with VOSA. To ensure that there is no misunderstanding, prospective applicants are strongly advised to submit an application and obtain written agreement in principle from VOSA before making any investment in premises or equipment.
- b. A new centre will be eligible for approval as a Remote Area Approved Tachograph Centre providing it is not within a 25 miles radius of an existing Approved Tachograph Centre. There is no restriction on the subsequent set up of a Standard Tachograph Centre within 25 miles of an existing Remote Area Centre.
- c. An approved Standard Tachograph Centre may not change status to a Remote Area Centre because of changes in local demand. However if after 2

years of operation, a Remote Area Centre carries out more than 1,000 calibrations within any 12 month period, VOSA may require it to comply with part or all of the conditions for a Standard Tachograph Centre. VOSA may withdraw approval from any Remote Area Centre that does not notify them that the above limit has been exceeded.

- d. The conditions of approval must meet those set for Standard Tachograph Centres, with the following exceptions:

Facilities

- e. The dimensions of the bay to be used for calibration work may be reduced, but must be able to accommodate vehicles up to 12m long, 2.6m wide and 3.7m high. The internal bay length must be a minimum of 8m.
Note: Centres approved before 1 August 2000 may continue to operate with bays accepting vehicles up to 2.5m wide.
- f. Underside access is required for vehicles at least 3.7m high. However, VOSA may, at its discretion, waive the requirement on an individual basis.
- g. Where approval is granted to allow the use of a linear track only to determine 'l' and 'w', the requirement for a separate calibration bay is not required.
- h. Arrangements for the parking of vehicles is at the centre's discretion, but must comply with all relevant Road Traffic legislation, local By-laws and planning conditions.

Equipment

- i. Vehicle testing equipment need not be provided if the Centre is approved for linear track calibration only. However, the turns counters and pulse counters for mechanical and electronic tachographs will be required.

4.10 Notifiable Changes to Approval

The following must be notified to VOSA

- a. A change in the ownership or control of the Tachograph Centre, including in the case of :

i. A Sole Proprietor

1. sale of the business
2. change to a partnership
3. formation of a Limited Company

ii. A Partnership

1. sale of the business
2. changes to the partnership
3. change to Sole Proprietor status
4. formation of a Limited Company

iii. A Limited Company

1. sale of the business
2. any change in the constitution of the company
3. Ceasing to trade

Changes to the Approved Tachograph Centre facilities

- b. If an Approved Tachograph Centre wishes to move to new buildings, alter existing buildings or the layout of equipment, the Centre must confirm in writing - with supporting drawings - that the Conditions of Approval will not be contravened by the changes. No proposed change will be acceptable if it reduces clearances or dimensions (including those for access) below the limits specified in the Conditions of Approval.

Important Note: An Approval cannot be automatically transferred with a business. Changes to the business or to the approved facilities will not be accepted without formal consideration by VOSA. If any of the above

changes to a business or the Approved Tachograph Centre occurs without notification to VOSA, the Approved Tachograph Centre must immediately stop all tachograph work until VOSA confirms that it can recommence. Any inspection or calibration carried out after the effective date of the change will have been carried out improperly. This may adversely affect the approval of a re-constituted business.

- c. If a business wishes to continue to operate as an Approved Tachograph Centre during the process of any of the changes listed above these must notified VOSA in sufficient time to process any necessary applications for new or amended approval which may be required before the change takes place.

Transfer of records following surrender, termination or withdrawal

- d. Where the constitution or administration of a business changes, and the individual sole trader or one or more partners or directors or officers of a company continue under the new entity, any records - including those of disciplinary matters - will continue to be regarded as relevant to the re-constituted business. Similarly, if any individual sole trader, partner or director or officer of a company takes up an equivalent role with another Tachograph Centre any existing records (including disciplinary) will be regarded as relevant to the new centre.

Other Changes of Circumstances

- e. It is not necessary to stop inspection and calibration work for changes other than those described above. However, VOSA's local office must be informed in writing prior to any other changes to the control or operation of the business. These include changes to any of the following:
 - i. the trading name being used,
 - ii. the Directors in a Limited Company,
 - iii. the approved equipment being used by the centre

Note: The replacement of portable testing equipment does not have to be notified to VOSA provided that the replacement is on the current

VOSA-approved list of equipment and will not affect the range of vehicles that can be tested.

- iv. the opening times of the centre,
 - v. the list of Nominated Technicians
 - vi. any change in the Technical Support supplier, the Training supplier or the organisation providing the inspection, maintenance or conformance checking services.
- f. In addition, an Approved Tachograph Centre must notify the VOSA local Area Enforcement Office immediately, followed by written confirmation within 7 days, if:
- i. The notice of approval (form GV 209 etc.) is lost or becomes defaced or illegible,
 - ii. Any of its seal marking devices, workshop smart cards or any seals or plaques are lost or stolen,
 - iii. Any breach of security occurs, such as disclosure of a workshop smart card P.I.N. number or unauthorised access to workshop smart cards or data, unauthorised access to downloaded drivers' hours records or accountable documents

Automatic Cessation of Approval

- g. The Approval will automatically cease if the approved legal entity is no longer in control of the Tachograph Centre or the activities conducted within it. This includes any of the following circumstances:
- i. In the case of a Sole Proprietor,
 - ii. death of the proprietor,
 - iii. the proprietor is declared bankrupt (in Scotland - has their estate sequestrated),

- iv. the proprietor becomes a patient within part VIII of the Mental Health Act 1959 (in Scotland - becomes incapable of managing their own affairs)
- h. In the case of a Partnership
 - i. the partnership is dissolved (this includes a situation where one partner leaves and/or a new partner joins the partnership).
- i. In the case of a Limited Company
 - i. a winding up order is made,
 - ii. a resolution for voluntary winding up is passed,
 - iii. a receiver or manager of the body undertaking is appointed,
 - iv. the taking of possession, by or on behalf of the holders of any debenture secured by a floating charge, of any property forming part of the approved facilities and equipment of the Approved Tachograph Centre.

Sole Proprietor, Partner, Director or Limited Company convicted of an offence

- j. Should the holder of an Approval, be that a sole proprietor, a partner, a director or a limited company, be convicted of an offence as defined in the Rehabilitation of Offenders Act 1974, for criminal offences connected with the Tachograph Scheme, motor trade, or involving acts of dishonesty, violence or intimidation they must notify VOSA immediately.
- k. Consideration as to the continued suitability of the holder of an Approval convicted of such an offence will be dealt with following the guidance contained within the Disciplinary section of this Manual.

Surrender of Approval

- I. Approval may be surrendered at any time by notifying the local VOSA office in writing. The following must also be immediately delivered to the local VOSA office:
 - i. All documentation and data relating to installations, calibrations, sealing and downloading conducted during conducted during the previous six years,
 - ii. Sealing devices and seals
 - iii. Unused calibration plaques,
 - iv. Copies of Certificates, including any test charts,
 - v. The notice of Approval,
 - vi. The list of Nominated Technicians
 - vii. Workshop Smart Cards,
 - viii. Unused Certificates of Undownloadability

5 Nominated Technicians

- a. Tachograph work at an Approved Tachograph Centre may only be conducted by, or under the close & direct personal supervision of, a Nominated Technician.

Criteria for becoming a Nominated Technician

- b. A Nominated Technician must:
 - i. Be nominated by the Tachograph Centre at which they are employed
Note: by nominating a prospective Nominated Technician the tachograph Centre is stating that the candidate meets the requirements laid out below, and will provide the necessary facilities for the candidate to practice work associated with the Centre's Approval and be able to demonstrate their competence to VOSA staff, if required.
 - ii. Be at least 18 years old,
 - iii. Be a skilled mechanic or technician with experience relevant to the duties required for the inspection and calibration of tachographs of the type for which the Tachograph Centre is Approved,
 - iv. Have no "unspent" convictions, as defined in the Rehabilitation of Offenders Act 1974, for criminal offences connected with the Tachograph Scheme, motor trade, or involving acts of dishonesty, violence or intimidation.
 - v. Be otherwise of good repute.
 - vi. Hold a certificate of competence for each class of tachograph on which they wish to work, having successfully completed a VOSA-approved training course. Where an Approved Tachograph Centre has any

doubts as to whether the proposed Technician will meet the above requirements (paragraphs (ii) to (v)), they may wish to check with VOSA before sending the Technician for training.

- vii. Nominated Technicians will be required to supervise and/or conduct linear track tests (where appropriate).
- viii. Where a road test is required a Nominated Technician must either conduct the road test themselves or accompany the vehicle for the purpose of the road test. The Approved Tachograph Centre will need to ensure personnel who hold the appropriate category of licence and who are able to drive the vehicle during road tests are available.

Approval of Nominated Technicians to work at an Approved Centre

- c. Any Centre wishing to add a person to their list of Nominated Technicians must submit an application to VOSA. The application must be supported by the nominee's valid Certificate(s) of Competence covering the type of tachograph(s) to be worked upon.
- d. VOSA will produce a list [form GV213] of Nominated Technicians for each Approved Tachograph Centre. The Centre must display this list on the required notice board. Centres must immediately advise VOSA when a Nominated Technician ceases to be employed by them or when a new Nominated Technician is to be recruited. VOSA will then issue a revised GV213.

Note: Nominated Technicians must ensure that their name appears on the list of Approved Nominated Technicians for each Centre at which they will perform their duties.

Nominated Technicians convicted of an offence

- e. Any Nominated Technician convicted of an offence as defined in the Rehabilitation of Offenders Act 1974, for criminal offences connected with the

Tachograph Scheme, motor trade, or involving acts of dishonesty, violence or intimidation must notify VOSA immediately.

- f. Consideration as to the continued suitability of a Nominated Technician convicted of an offence will be dealt with following the guidance contained within the Disciplinary section of this Manual.

Supervision of unqualified persons by Nominated Technicians

- g. An unqualified person may only conduct tachograph inspection and calibration work whilst training and under the close and **direct** supervision of a Nominated Technician.
- h. The Nominated Technician will be responsible for any work conducted. The Nominated Technician must be able to confirm that all aspects of the work carried out by the trainee have been correctly performed, must verify that the test results are accurate and the parameters of the tachograph have been correctly set and must confirm the information recorded on the plaque is correct.
- i. The Register of Tachograph Plaques Issued [GV212] must only be signed by the Nominated Technician who supervised and verified the work.

6 Nominated Technician Training and Competence

- a. All Nominated Technicians must have a valid Certificate of Competence. They may also be required to give a practical demonstration of their skills at intervals during their working career.
- b. Qualified Nominated Technicians must keep up to date with current practices and standards by:
 - i. Reading and complying with all relevant notices and bulletins issued by VOSA, the current version of this manual (including amendments), and technical information supplied by their employers through the Tachograph Centre's technical support arrangements,
 - ii. successfully completing any refresher training required by VOSA
 - iii. successfully completing training on the use of any new or modified equipment installed at their Tachograph Centre,
 - iv. maintaining their skills by routinely conducting installations, inspections and calibrations, and being prepared to undergo quality checks on a regular basis.

Note: Any installation, inspection and calibration carried out by a person who has not attended a training course (other than when training and under direct supervision as described above) and who has not satisfactorily carried out a demonstration test (where this is required) will be regarded as having been carried out by an unauthorised person. This circumstance may result in Disciplinary action against the Approved Tachograph Centre and person concerned.

Training

- c. VOSA approves the training courses and the training organisations that run them (see Appendix B). A Certificate of Competence will be issued to successful candidates to cover installation, inspection and calibration of analogue tachographs, digital tachographs or both and will be valid for a period of not more than 3 years.
- d. A Certificate of Competence may be renewed on expiry, for a period of not more than 3 years if, following assessment, the approved training organisation is satisfied that the Nominated Technician is still competent.
- e. Following assessment, if the training organisation is not satisfied that competence has been demonstrated, they may require the Nominated Technician to successfully complete a further course of instruction before renewing the Certificate of Competence.
- f. Approved training courses will cover analogue tachographs, digital tachographs or both. As appropriate, they will consist of:
A short familiarisation programme dealing with:-
 - i. the theory of the installation and use of recording equipment,
 - ii. the appropriate EC legislation, in particular Regulation (EEC) 3821/85 as amended, in respect of the accuracy, installation, inspection, sealing and repair of recording equipment, and its links to the drivers' hours regulations,
 - iii. A written test of a candidate's knowledge of installation, inspection, calibration, minor repairs, workshop and security requirements,
 - iv. Practical training on installation, inspection, calibration and minor repair procedures,
 - v. Equip the Technician to be able to complete full installations, inspections and calibrations of recording equipment. For digital courses, this will also include activation, downloading and decommissioning.

Note: a full syllabus of individual approval training courses may be obtained by contacting any of the approved training course providers listed in Appendix B.

Workshop Smart Cards

- g. Following the satisfactory completion of an approved training course on digital tachographs and the issue of a Certificate of Competence to a Nominated Technician an Approved Tachograph Centre may make application in conjunction with the Nominated technician for the issue of a workshop smart card as follows:
- i. Applications must be made using form (D778B). These forms will be obtainable from both DVLA and VOSA at local DVLA offices, local VOSA offices or the central VOSA Enquiry Unit at Swansea (Tel : 0870 6060440).
 - ii. New applications, or application made where the previous training certificate has expired, will need to be supported with a copy of the current training certificate(s)
 - iii. For Technicians who have already been issued with a UK photocard driving licence, on which the current details are correct, all they will need to do is complete the form and submit it along with a copy of their training certificate(s) to VOSA at the address shown below in Para (vii).
 - iv. For Technicians who have already been issued with a UK photocard driving licence on which the details are incorrect, they will need to submit both parts of their driving licence along with the completed application form and copy of training certificate(s) to VOSA at the address shown below in Para (vii).

- v. For Technicians who either **do not** hold a UK photocard driving licence, hold a foreign driving licence or do not hold a driving licence at all they will be required to submit the full supporting identity documentation, as required by DVLA, along with the completed application form and copy of training certificate(s) to VOSA at the address shown below in Para (vii).
- vi. If at the time of making their application for a workshop smartcard, the Technician wishes to amend any details on their existing non-photocard licence, or exchange their existing licence for a photocard style licence they will need to include all parts of the driving licence, along with any supporting documents that may be required by DVLA, with their application. These documents, along with the completed application form and a copy of training certificate(s) should then be sent to VOSA at the address shown below in Para (vii).
- vii. The forms, along with any supporting documents, will need to be submitted to VOSA, Technical Services Branch, Welcombe House, 91/92 The Strand, Swansea, SA1 2DH
- viii. The applications will then be checked (including a crosscheck with the driving licence record held by DVLA) for accuracy and to ensure that all required documents have been included. Once this process has been completed the application will be forwarded to DVLA.
- ix. The workshop smart card will be despatched by DVLA to the Nominated Technician at the address of the Approved Tachograph Centre within 5 working days of receipt of the application at DVLA. The notification of the PIN will be dispatched to the Technicians home address.
- x. Technicians should be aware that if the application requires any changes to an existing licence or require full identity checks to be

undertaken then they should allow extra time for this work to be undertaken.

- h. The Approved Tachograph Centre must ensure that the security requirements for the card are observed at all times in accordance with the requirements of this manual. Approved Tachograph Centres will need to put in place procedures for receiving the Workshop Smartcards, which will be addressed to the individual Technician, and ensuring they are either immediately given to that Technician or stored securely until such time as they can be given to the Technician.
- i. In particular the workshop smart card must only be issued to the Nominated Technician for whom it has been personalised during working periods and must ensure that it is returned and securely stored in the approved safe at all other times.
- j. The workshop smart card cannot be used without its PIN (personal identification number). This will always be dispatched separately to the Nominated Technician personally at his/her personal address provided on the application form. The PIN is unique and the Nominated Technician to whom it is issued must ensure that it is kept secure and remains known only to him/her. Approved Tachograph Centres and their management must impress this requirement on their staff and under no circumstances should they countenance or encourage the Nominated Technician to divulge the PIN to anyone.
- k. Should the PIN be 'lost' a substitute cannot be issued and a new card will be required.
- l. Technicians should be aware that a workshop smart card will become locked, and unusable, after the insertion of 5 incorrect PIN's. Should this occur the Approved Tachograph Centre and Nominated Technician will need to apply for a replacement card.

7 Inspection and Calibration Procedures

Common Requirements

- a. This section details the requirements for the installation, calibration and periodic inspections of tachographs.
- b. Approved Tachograph Centres must ensure that tachograph inspections and calibrations are carried out without avoidable distraction or interruption and strictly in accordance with the requirements of the Tachograph Centre Manual, Vehicle & Tachograph Manufacturer's Inspection Manuals (where appropriate), and any other instructions issued by VOSA.
- c. If an inspection/calibration has to be abandoned because of workshop equipment failure or because the Nominated Technician is unable to continue, no fee may be charged and no official paperwork issued.
- d. Should a vehicle leave the Centre before completion of an inspection /calibration the recording equipment **must** have a full inspection and/or calibration (as required) when re-presented prior to the fitment of any seals and the issue of a plaque and certificate. This requirement applies regardless of how long the vehicle was away from the Centre before being re-presented, who removed it, or what charge is actually made for the work.
- e. It is the responsibility of the vehicle operator to ensure recording equipment is fitted to any vehicle used within scope of the appropriate legislation, that it is maintained in good working order and that calibration and inspection of the equipment is conducted at required intervals. However, tachograph centres should make operators aware if, during the course of their work, they identify that an inspection or calibration is due in the near future.

- f. To ensure that the integrity of the recording equipment is maintained, before commencing any work associated with the installation, the Nominated Technician is responsible for checking the integrity of the installation, and that it has not been the subject of tampering or manipulation. In Particular he/she shall ensure that: –
- i. seals on the recording equipment / installation are not missing / improperly fitted or ineffective. Where such incidents are found a record must be made on the record of inspection sheet, retained by the Approved Tachograph Centre, and the entry in GV212 should be marked.
 - ii. the effective circumference of the tyres is correctly recorded so that speed and distance recordings remain with the tolerances specified in the regulations
 - iii. the 'k' setting has not been altered, and that they correspond to the vehicle parameters.
 - iv. manipulation devices connected between the sender / motion sensor and the tachograph head / vehicle unit have not been fitted. Where such incidents are found a record must be made on the record of inspection sheet, retained by the Approved Tachograph Centre, and the entry in the GV212 register should be marked
 - v. If any evidence of tampering or manipulation is discovered, the facts must be reported to the local VOSA Enforcement Office immediately.

Condition of Vehicles

- g. The calibration and inspection of vehicles should only be carried out if;
- i. the vehicle is unladen and in normal operating condition,
 - ii. the tyres comply with current Construction and Use Regulations in respect of tread depth and condition,

- iii. The tyres are inflated to the vehicle manufacturer's recommended pressures

Note: A Centre is not obliged to work on vehicles that, in their opinion, appear to be unsafe.

7.1 Procedures for Analogue Tachographs ONLY

- a. The following applies to analogue tachographs only (Section 8 deals specifically with digital tachographs).
- b. A tachograph installation is subject to periodic inspection every two years from the date of calibration and a full calibration six years from the last calibration. If the six yearly calibration is due before the next two yearly check, the calibration requirement will always take precedence and must be carried out within six years of the last calibration.
- c. If it is apparent that checks are due on a vehicle presented for tachograph repairs the operator should be made aware of this. If the inspection is overdue and the operator does not want the inspection carried out, new seals must not be fitted to the system.

Inspection following the Installation of Recording Equipment

- d. The full recording equipment (motion sensor, cable, power supply, tachograph head, etc) should be fitted to the vehicle in accordance with the equipment and vehicle manufacturers' instructions.
- e. The installation inspection is divided into 6 sections:
 - 1. legal requirements for installation
 - 2. tachograph head bench test
 - 3. measuring the characteristic coefficient of the vehicle (w) and effective tyre circumference (l)
 - 4. setting tachograph head constant (k)

5. speed-for-speed test
6. records and sealing.

1. Legal requirements for installation

Tachograph Heads

- a. All equipment must be supplied by legitimate suppliers and carry the EU Type Approval mark. All seals must be those of the manufacturer / authorised repairer and must be intact.

Note: See paragraphs section 7.4 (e) and (g) for detailed advice.

- b. Vehicles first registered on or after 1 January 1996 must also be fitted with a tachograph which is:
 - i. 'driver mode automatic' - i.e. automatically registers 'driving' mode when the vehicle is in motion regardless of the position of the driver's mode selection switch, and
 - ii. for 'electronic' tachographs (i.e. recording equipment which is operating by signals transmitted electrically from the distance and speed sensor - not a Bowden cable):
 1. the tachograph must record by a mark on the chart if there is any interruption exceeding 100 milliseconds in the power supply of the recording equipment (except lighting), in the power supply of the distance and speed sensor and any interruption in the signal lead to the distance and speed sensor.
 2. except where an intelligent (e.g. signal encryption) motion sensor is being used, the cable connecting the tachograph head to the motion sensor must be protected by a continuous, plastic coated, rust protected, steel sheath with crimped ends. A joint in the cable which is crimped, prevents access to the electrical conductors and is sealed with marked seals which do not allow

disconnection of, or tampering with, the joint without destroying the marked seal, is permitted.

2. Tachograph Head Bench Test

The tachograph head must be checked on a bench (or in situ provided that the test equipment can be easily read at the same time) as follows:

- a. Check that there is a (manufacturer's) descriptive plaque that conforms with Regulation (EEC) 3821/85 as amended - Appendix I (1). This plaque should be built into the equipment either on the exterior, or inside the case, where it is easily accessible;
- b. Connect a Tachograph Portable Drive Test Unit (or approved alternative) to the tachograph, so that the tachograph visual display or slave speedometer visual display and drive unit speed display can be read simultaneously. (With electronic tachographs it may be necessary to attach a sender unit to the portable drive test unit and set the head adjustment as specified by the manufacturer).
- c. Insert a compatible chart (or charts if a 2 crew tachograph) after making the following entries;
 - i. Chart Identification - i.e. "Test Chart"
 - ii. Tester's name,
 - iii. Vehicle registration mark,
 - iv. Tachograph make and serial number
 - v. Date of test,
 - vi. Distance recorder (odometer) reading,
 - vii. Check that the clock is functioning, showing the correct time and that the illumination is satisfactory (bulbs may be replaced during the inspection).

- d. Check that the chart time position coincides with the time indicated by the clock. Close and lock the tachograph case.
Note: Errors may be due to a faulty tachograph head or faulty chart.
- e. Select each of the non-driving modes in turn for 2 minutes for the driver (and second person, if applicable).
- f. For vehicles first registered on or after 1st January 1996 with an electronic tachograph, briefly disconnect and reconnect the main power supply to the tachograph. Then briefly disconnect and connect the connection between the tachograph head and the speed signal source.
- g. Switch on the portable driving unit and steadily increase speed to full scale on the tachograph visual display, comparing the drive unit's speeds with those indicated by the tachograph visual display or slave visual display for v-min to v-max.
- h. Decrease the driving speed rapidly to zero. Check the motion of the speed stylus relative to the record sheet. (Rapid speed reductions will normally appear as radial lines).
- i. Select three equally spaced speeds which cover the range of the tachograph. Choose multiples of 20 km/h which coincide with markings on the chart. Hold these speeds for 2 minutes, compare the indication of the tachograph speed visual display with the drive unit readings and check that the tachograph reading is steady and within ± 3 km/h.
- j. Stop the driving unit and check that the visual display returns to zero.
- k. Remove the chart(s) and record on it the odometer reading and the difference from the reading at the start of the test,

- I. Check the chart that:
 - i. all the traces are clearly legible
 - ii. speeds selected at paragraph (i) above are correctly recorded and within ± 3 km/h of the true speed
 - iii. speed trace returns to zero
 - iv. non-driving modes selected at paragraph (e) above and the driving mode, whether manually or automatically selected, are correctly recorded
 - v. chart has been marked on each occasion that the case was opened or closed
 - vi. in the case of vehicles first registered on or after 1 January 1996 which are equipped with electronic tachographs that the chart is correctly marked to show when the power and signal interruptions in paragraph (f) above were made,
 - vii. odometer readings recorded at paragraph (k) is greater than that recorded at paragraph (c)(ii) above,
 - viii. distance trace is consistent with the odometer reading's difference recorded at paragraph (k) above.
 - ix. Check the accuracy of the clock, using approved equipment.

Note: The tolerances applying to the various functions are set out in Appendix G.

3. Measuring the Characteristic Coefficient of the Vehicle (w) and Effective Tyre Circumference (l)

- a. The following measurements must be made using approved 'Vehicle Testing Equipment (listed in Appendix E) or, when appropriate, with the linear track and the required turns / pulse counter. All equipment must be operated in accordance with the manufacturer's instructions;
 - i. measure the characteristic coefficient of the vehicle 'w',

- ii. measure the effective circumference 'l' of the tyres on driven axles from which the tachograph is sensed

Note: the values of 'l' and 'w' should be derived either from two identical readings or the average of three close readings. For this purpose 'close readings' means three readings within a range of 1% from the lowest reading. On a linear track the value of 'l' should be the average of at least five full revolutions of the tyres.

4. Setting the Tachograph Head Constant (k)

- a. The correct 'k' setting for the head must be derived using k-factor tables, or similar, and this setting entered into the head. In respect of settings using DIL switches, ensure that the switches are fully in the 'on' or 'off' position. Tachographs that have the 'k' set electronically by a programmer should have the exact 'w' entered into the head.
- b. Mechanical Tachographs require the characteristic coefficient of the vehicle to be adapted to the constant of the head. This will be achieved by assembling the correct adapter gearbox ratios using the tables and fitting this into the drive cables.
- c. Once the tachograph system has been fully assembled a speed-for-speed check is carried out:
 - i. Using rolling road vehicle testing equipment, the vehicle must run at 50km/h ensuring that the tachograph speed reading is within the tolerances, compared to the speed shown by the test rig.
 - ii. In all other cases, (i.e. linear track) a road test must take place sufficient to establish that the tachograph will display a range of speeds, above the designed V-min of the tachograph, to the driver.

Note: The vehicle must be within tolerance to be issued with an installation plaque and sealed. Care must be taken to ensure the whole process is as accurate as possible.

5. Records and Sealing

- a. If the installation is within the tolerances specified, the Centre must:
 - i. seal the installation as required by Appendix I of this manual,
 - ii. ensure that any DIL switch cover fitted to the tachograph is of the tamper-proof design, and fitted in accordance with Appendix L,
 - iii. remove all existing installation, inspection and minor work plaques,
 - iv. fix an approved and fully completed installation plaque either in or on the head, or on the vehicle close to the system, in a clear and visible position for inspection purposes. The plaque must be sealed, unless it is of a type that cannot be removed without being destroyed (For information to be entered on the plaque – see Appendix H).
 - v. fix an approved and fully completed 'k' factor plaque on or near to the descriptive plaque,
 - vi. Complete a record of Inspection sheet and record details of the issue of an installation plaque in the Register of Tachograph Plaques Issued [GV212].
 - vii. Retain the test chart, together with the record of inspection sheet (a copy of which should be given to the vehicles operator) and any other documentation (i.e. repairer's certification) for at least six years, in such a manner that the markings are not damaged or destroyed.

- b. For tachographs where the 'k' factor is set by DIL switches:
 - i. only tamper-proof DIL switch covers, (detailed in Appendix L) may be fitted,
 - ii. any non-approved DIL switch covers (e.g. those made of clear plastic or those that cover the access to the test socket) must be replaced with the type described in Appendix L,
 - iii. a 'k' factor plaque bearing the seal centre number must be fixed over the joint between the DIL cover and the back plate, ensuring it does not obscure the test socket or the DIL cover seal.

7.2 Two-yearly periodic inspection procedure

- a. This inspection is due 2 years after the first / most recent calibration or the last two yearly inspection (unless a six yearly inspection is due)
- b. The procedure is:
 - i. Check all seals are intact and correctly marked.
 - ii. Check the presence of the installation Plaque and Descriptive Plaque, and that both conform to the requirements of to Annex 1 of Regulations 3821/85.
 - iii. Remove any charts in the head, insert a compatible chart (two if a two man head) having made the following entries:
 1. Chart Identification - i.e. "Test Chart"
 2. Tester's name.
 3. Vehicle registration mark.
 4. Tachograph make and serial number.
 5. Date of test.
 6. Distance recorder (odometer) reading.

- c. Check that the clock is functioning, showing the correct time and that the illumination is satisfactory (bulbs may be replaced during the inspection).
- d. Check that the chart time position coincides with the time indicated by the clock. Close and lock the tachograph case.
- e. Select each of the non-driving modes in turn for 2 minutes for the driver (and second person, if applicable).
- f. For vehicles first registered on or after 1st January 1996 and fitted with an electronic tachograph, briefly disconnect and reconnect the main power supply to the tachograph. Then briefly disconnect and connect the connection between the tachograph head and the speed signal source.
- g. Measure the effective circumference of the tyres 'I' in accordance Section 7.1(3) paragraph (a) and check the result is within +/- 4% of that recorded on the installation plaque.
- h. Carry out the one of the tests outlined in the following paragraphs :
If using Roller Test Equipment
 - i. Accelerate from 0 to 40km/h as indicated by the test equipment, hold for 2 minutes whilst checking that the tachograph visual display speed reading is within +/- 6km/h of 40km/h as shown on the test equipment.
Note: If the vehicle has a two-speed axle, the check at 40km/h should be carried out in low ratio; all other checks should be conducted in high ratio.
 - ii. Accelerate from 40km/h to 60km/h, hold for two minutes whilst checking that the tachograph visual display speed reading is within +/- 6km/h of 60km/h as shown on the test equipment.
 - iii. Decelerate to rest and ensure the tachograph display returns to zero.

- iv. Remove the chart(s) and record on it the odometer reading and the difference from the reading at the start of the test – replace any chart removed.
- v. Check that the test chart shows that:
 - 1. all the traces are clearly legible,
 - 2. speeds selected at paragraph (h)(i) and (h)(ii) above are correctly recorded and within ± 6 km/h of 40km/h and 60km/h respectively,
 - 3. speed trace returns to zero,
 - 4. the non-driving modes selected and the driving mode, whether manually or automatically selected, are correctly recorded,
 - 5. chart has been marked on each occasion that the case was opened or closed,
 - 6. in the case of vehicles first registered on or after 1 January 1996 which are equipped with electronic tachographs that the chart is correctly marked to show when the power and signal interruptions in paragraph (f) above were made,
 - 7. odometer reading recorded at paragraph (h)(iv) is greater than at paragraph (b)(iii)(6) above,
 - 8. distance trace is consistent with the odometer readings difference at paragraph (h)(iv) above.

OR

If using non-roller test equipment

- j. Connect the tachograph portable drive unit to the head so that both speed displays can be read simultaneously,
 - ii. Increase speed from 0 to 40km/h as indicated by the test equipment, hold for 2 minutes whilst checking that the tachograph visual display speed reading is within ± 3 km/h of 40km/h as shown on the test equipment,

- iii. Increase speed from 40km/h to 60km/h, hold for two minutes whilst checking that the tachograph visual display speed reading is within +/- 3km/h of 60km/h as shown on the test equipment.
 - iv. Decelerate to rest and ensure the tachograph display returns to zero,
 - v. Remove the chart(s) and record on it the odometer reading and the difference from the reading at the start of the test,
 - vi. Disconnect the tachograph head tester.
 - vii. Re-connect the tachograph drive from the vehicle and re-seal ,
 - viii. A short road test must take place sufficient to establish that the tachograph will display a range of speeds, above the designed V-min of the tachograph, to the driver
 - ix. Replace any chart removed.
 - x. Check the test chart as described in the procedure for roller tests described in paragraph (h)(v).
- i. If the installation meets all the tolerances, the Centre must:
- i. remove all existing two-yearly plaques,
 - ii. complete and fix a new two-yearly inspection plaque showing workshop seal number and date of inspection. The plaque should be fitted in the head, so as not to obscure any other plaques, test sockets or seals. If it is not possible to open the head, position it near the installation plaque. The plaque must be sealed, or constructed so that it cannot be removed without being destroyed.

- iii. record details of issue in the Register of Tachograph Plaques Issued [GV212],
 - iv. retain the test chart for at least two years.
- j. If the criteria are not met, but a rectification can be carried out as a minor repair, do so. Fit a minor repair plaque and complete the installation as detailed above.
- k. If the criteria are not met and there appears to be a change in the characteristic coefficient of the vehicle then a six-yearly inspection as set out in Section 7.3 must be carried out.

7.3 Six-yearly periodic inspection procedure

- a. Follow the procedures described in Section 7.1 for Installation Inspection following Installation of Recording Equipment. It should however be noted that:
- i. any chart(s) already in the tachograph head must be removed before starting the inspection and returned to the driver,
 - ii. the adaptor gearbox (mechanical tachographs) must be stripped, cleaned and inspected to ensure that it is good working order, and repacked with grease
 - iii. all existing plaques and replacing with a new installation plaque must be followed at the six-yearly periodic inspection.

Minor Repairs - Analogue Recording Equipment ONLY

- b. Only the minor repairs set out below may be made by an Approved Tachograph Centre. Any repairs other than these require approval under the Tachograph Repair Scheme

Tachograph Heads

- c. All standard and remote centres may carry out the following minor repairs to the tachograph head,
 - i. replacement of and / or adjustment of the odometer,
 - ii. external electrical connections
 - iii. front bezel assembly
- d. The above repairs can be carried out on a tachograph head that is:
 - i. fitted to a vehicle, repaired and replaced in that vehicle,
 - ii. brought to the centre – fully and legitimately sealed by a manufacturer or authorised repairer, repaired and fitted to a vehicle.

Note: if a head has any seals missing (except those associated with calibration), it cannot undergo minor repairs by the tachograph centre.

- e. Following minor repairs, the centre must carry out either of the following checks;
 - i. Using rolling road vehicle testing equipment, the vehicle must run at 50km/h ensuring that the tachograph speed reading is within the tolerances, compared to the speed shown by the test rig

OR

- ii. In all other cases, (i.e. linear track) a road test must take place sufficient to establish that the tachograph will display a range of speeds, above the designed V_{min} of the tachograph, to the driver.

Note: The vehicle must be within tolerance to be issued with an installation plaque and sealed. Care must be taken to ensure the whole process is as accurate as possible.

- f. Replace seals disturbed by the centre,
- g. Complete an approved minor works plaque with the centre's seal number and date, and fix the plaque inside the head, or in case of non-opening heads adjacent to the installation plaque,
- h. Record the details of the issue in the Register of Tachograph Plaques issued [GV212].

Note: In order to assist vehicle operators, centres should make them aware that this minor work does not alter the date of the next two or six yearly periodic inspection. The due date should be clearly shown on the paperwork given to the operator.

7.4 Replacing Broken Seals

Note : Seals which are fitted to the rear casing or internal base plates of tachographs cannot be replaced by an Approved Tachograph Centre. These can only be replaced following repair by an Approved Repairer.

- a. Seals which have been fitted to the point of calibration, the front bezel, the odometer or installation plaque that have been broken or damaged, other than by the tachograph centre can only be replaced after the tachograph centre has ensured that:
 - i. the characteristic coefficient of the vehicle 'w' has not been altered

- ii. the constant 'k' of the tachograph head or the adaptation between the head constant and the characteristic coefficient 'w' or the vehicle has not been altered,
 - iii. the tachograph system is functioning correctly.
- b. Following replacement of the seals centres must;
 - i. Complete an approved minor works plaque with the centre's seal number and date, and fix the plaque inside the head, or in case of non-opening heads adjacent to the installation plaque,
 - ii. Record the details of the issue in the Register of Tachograph Plaques issued [GV212].
- c. In all other cases
 - i. the 2 yearly inspection procedure must be followed and the criteria met for all items except the missing seals,
 - ii. The missing seals must then be replaced,
 - iii. An approved minor works plaque must be completed with the centre's seal number and date and fixed inside the head, or in case of non-opening heads, adjacent to the installation plaque.
 - iv. The details of the issue must be recorded in the Register of Tachograph Plaques [GV212].
- d. As all the installation tolerances have been met, the vehicle has also passed a two yearly inspection and, the Centre must also:
 - i. remove all existing two-yearly plaques,
 - ii. complete and fix a new two-yearly inspection plaque showing workshop seal number and date of inspection. The plaque should be

fitted in the head, so as not to obscure any other plaques, test sockets or seals. If it is not possible to open the head, position it near the installation plaque. The plaque must be sealed, or constructed so that it cannot be removed without being destroyed.

- iii. Record the details of issue in the Register of Tachograph Plaques [GV212]
- iv. Retain the test chart for at least two years.

Replacement of Tachograph Heads

- e. Tachograph centres may fit either new tachograph heads or those which have been repaired by an Authorised Tachograph Repair Workshop of any EU Member State. Approved Tachograph Centres must be prepared to install or calibrate tachographs which have been repaired by any authorised repairers at the request of the vehicle operator. Centres may not confine themselves to installing or calibrating only those tachographs which have been repaired by companies with which they have specific supply arrangements.
- f. In all cases, but especially where a separate (unfitted) tachograph head is presented with a vehicle for installation, or offered for sale, a careful check must be made to ensure that the descriptive plaque is fitted and all parts of the head are correctly sealed with either the manufacturer's or an Authorised Repair Centre's seals, as listed in this manual.
- g. Where the seal marks are not listed within this manual written confirmation from the repairer must be supplied with the tachograph head giving the repairs name, address, EU Member State approval number/identity mark and confirming that the head has been repaired and checked to ensure it is in conformance with the Regulations. The documentation provided must be kept with the installation inspection records for a minimum of 6 years.

- h. Particular attention should be paid to second-hand heads to verify that they are legal units. If in doubt contact your local VOSA Area Enforcement Office for advice.
- i. In all cases, when a replacement tachograph head is fitted to a vehicle, this will be treated as a new installation and the procedure for installation contained within this manual must be followed.

Replacement of Other Parts

- j. Components other than the tachograph head may be replaced with functionally identical components and resealed under the minor repair system providing the following criteria are met,
 - i. None of the following have been altered
 - 1. the characteristic coefficient of the vehicle 'w' , or
 - 2. the constant 'k' of the tachograph head, or
 - 3. the adaptation between the head constant and the characteristic coefficient 'w' of the vehicle
- and
- ii. that the tachograph system is functioning correctly

The following check and procedure must then be followed;

- k. Carry out either of the following checks;
 - i. Using rolling road vehicle testing equipment, the vehicle must run at 50km/h ensuring that the tachograph speed reading is within the tolerances, compared to the speed shown by the test rig

OR

 - ii. In all other cases, (i.e. linear track) a road test must take place sufficient to establish that the tachograph will display a range of speeds, above the v-min of the tachograph, to the driver.
- l. Replace seals disturbed by the centre

- m. Complete an approved minor works plaque with the centre's seal number and date, and fix the plaque inside the head, or in case of non-opening heads adjacent to the installation plaque.
- n. Record the details of the issue in the Register of Tachograph Plaques issued [GV212].
Note: In order to assist vehicle operators, centres should make them aware that this minor work does not alter the date of the next two or six yearly periodic inspection. The due date should be clearly shown on the paperwork given to the operator.
- o. If a DIL switch cover requires replacement please see Appendix L to ensure the correct cover is fitted

Seals broken for fitting of Speed Limiters

- p. Regulations allow tachograph seals to be broken by a speed limiter fitting station ("Authorised Sealer") to enable the equipment to be fitted. However, tachograph heads should ONLY be resealed by Tachograph Centres. A record should be made of any resealing after the device has been fitted. This must be retained for 6 years. Technicians must ensure the calibration switches have not been altered from the initial fitting.
- q. If there is any evidence to indicate that tachograph heads have been unlawfully resealed by Authorised (speed limiter) Sealers, the relevant facts should be reported to the local VOSA Office.

Repairs Which Do Not Require Seals to be Broken

- r. Repairs which can be carried out without breaking system or tachograph head seals (e.g. replacement of bulbs, locks, glass) may be carried out by non-approved fitters or workshops.

Approved Repairer Scheme

- s. Any centre wishing to conduct repairs over and above those described in the minor repairs above must become an Approved Repairer. This is a separate scheme requiring separate approval, and those wishing to seek this approval must apply to;

Department for Transport

Logistics Policy

Zone 2/25

Great Minster House

76 Marsham Street

London

SW1P 4DR

Tel : 0207 944 2764

8 Procedure for Digital Tachographs ONLY

At the time of writing information from tachograph manufacturers on the detailed requirements for the procedures required for working on digital tachographs is limited.

The following information is based on the EU sponsored 'Implementation of Digital Tachograph Project – Workshop Guidelines – Final Report'.

References are to Annex A of EEC Regulation 3821/85 (published as EEC Regulation 1360/2002).

These notes are provided for guidance pending the provision of more detailed information on the equipment and procedures that will be required.

Tachograph manufacturers and others are working on suitable tools and systems to meet these requirements and it is anticipated that approval of these for UK use will commence shortly.

- a. The activities that Approved Tachograph Centres are expected to conduct are:
 - i. Installation (requirement 239 of Annex A) – it is accepted that this procedure is likely to be confined to the installation of recording equipment made by manufacturers to whom the workshop has a commercial arrangement.
 - ii. Activation (requirement 243)⁽¹⁾
 - iii. Calibration (requirement 248)
 - iv. Producing Plaques (requirement 249) and Certificates
 - v. Sealing (electronic) (requirement 251)
 - vi. Periodic inspections (requirement 256)

⁽¹⁾ For technical reasons it is recognised that, in conducting procedure 2.2.3.1 & 2.2.3.2, some particular vehicle units may need to be replaced by another of the same or compatible make and type on certain vehicles to ensure compatibility with other electronic systems on the vehicle.

- vii. Downloading of data (requirement 260) - (this requirement must be possible for all VU's, irrespective of their make or model, at all workshops in order to meet the Regulation) ⁽²⁾
 - viii. Issue of Undownloadability Certificates (requirement 261) – this would require all makes of workshop IDE ⁽³⁾ to function with all types of VU. For security reasons it is also anticipated that an Undownloadability Certificate will include electronic authentication from the IDE.
 - ix. Decommissioning
- b. With exception of installation and activation (for the reasons given) it is expected that all Approved Tachograph Centres shall be able to conduct these operations on all types of digital tachograph ⁽⁴⁾.

Replacement of analogue tachographs with digital tachographs

- c. To facilitate the repair of defective analogue tachographs the existing process for their replacement with service exchange units on a like for like basis will be allowed to continue ⁽⁵⁾. In addition repairs currently designated as minor repairs will also continue.
- d. It will also be possible for operators of vehicles equipped with analogue tachographs to replace these with digital tachographs subject to the Approved Tachograph Centre ensuring that the substitution can be safely made. Approved Tachograph Centres must ensure that by replacing an analogue recording equipment system for a digital system there is no risk of incompatibility problems with other systems (e.g. those used to control braking, engine management, gear changing etc). Such substitutions must therefore only be carried out in accordance with the written instructions and

⁽²⁾ Article 14 (5) of 3821/85 as currently modified and requirement 260 of Annex 1B

⁽³⁾ Intelligent Dedicated Equipment

⁽⁴⁾ To meet these requirements it will be necessary for test and programming equipment to be interoperable between different makes and models of tachographs.

⁽⁵⁾ This is acceptable with the rare exception of it being necessary to replace the 'recording equipment' – defined within Regulations as meaning all components of the recording equipment system (Tachograph head, wiring loom, motion sensor and slave speedometer where fitted). Under circumstances where the entire system is to be replaced it must be replaced by a digital system.

guidance **provided by the vehicle manufacturer and the tachograph manufacturers** whose products are being combined. The instructions and guidance obtained from vehicle and tachograph manufacturers may also be available through your Technical Support Organisation.

Installation and Programming

- e. When recording equipment or individual components are fitted or replaced on a vehicle the whole installation will be subject to a thorough inspection to ensure that:
 - i. The recording equipment has been correctly installed in accordance with vehicle and tachograph manufacturers instructions,
 - ii. It is functioning correctly,
 - iii. The inclusion of, or connection to, the recording equipment of any function, device or devices (approved or otherwise) cannot interfere with (or be capable of interfering with) the proper and secure operation of the recording equipment
- f. After installation, the VU must be activated, paired with the motion sensor and certain information, as described in Annex 1B, entered into its memory relating to the vehicle's identification, recording equipment identification and its operating parameters. The recording and storing functions of the recording equipment shall be fully operational after its activation.
- g. In practice workshops will need a suitable piece of equipment (a programmer) to ease entry of such information.
- h. To set required parameters into a digital tachograph the workshop card must be directly inserted into the Vehicle Unit.
- i. Installation shall be followed by a calibration within two weeks of either the installation or the issue of the vehicle registration mark (whichever is later). In practice then the majority of new vehicles will require calibration at the point of sale following registration.

- j. As with analogue tachographs calibration will require the constant of the recording equipment, in the form 'k' impulses per kilometre, the effective circumference of the tyres ⁽⁶⁾ on the driving wheels in the form 'l' in millimetres, and the characteristic coefficient of the vehicle in the form 'w' impulses per kilometre.
- k. The methods used to determine the w factor for the vehicle are those currently used for analogue tachographs. In UK Approved Tachograph Centres this will be by measurement over an approved 20m linear track or by measurement on an approved rolling road or roller brake tester. In each case a suitable piece of calibrated measuring equipment will be necessary.
- l. Once the correct 'w', 'k' and 'l' factors have been determined, these values need to be programmed into the Tachograph Vehicle Unit (VU). In the UK an approved programmer will required to be used in conjunction with the workshop smart card and PIN.
- m. Having completed programming of the VU, the final stage is to attach an installation plaque either to the VU or to a suitable place near to the VU, to complete entry of required data onto the GV212 register of inspections and calibrations and issue the calibration certificate together with any other documents (e.g. invoices, receipts etc as may be required).
- n. The plaque is a legal requirement and gives the identification of the vehicle and lists the calibration parameters and is the proof that the recording equipment fulfils the requirements of the Regulation. In the case of digital tachographs the plaque should be printed automatically from the record which is electronically written to the workshop card during the programming and calibration process. Similarly, for accuracy of the GV212 register records and other documents all necessary information should be taken directly from the workshop smart card.

⁽⁶⁾ "effective circumference of the wheel tyres" is defined as the average distance travelled by each of the wheels moving the vehicle (driving wheels) in the course of one complete rotation.

- o. The plaque will need to be fitted in, on or adjacent to the tachograph system and sealed (unless it is manufactured in such a way that the markings will be destroyed during its removal).
- p. Care will be required in the conduct of the above activities which require the use of both the workshop card and knowledge of the PIN code. If the PIN code is inserted incorrectly on five consecutive occasions, the workshop card will become locked, thereby preventing dialogue taking place between the card and any vehicle unit. The data on the card will still be available to download (e.g. for downloading the information on earlier VU calibrations for workshop record purposes). The card itself is then invalidated and the Approved Tachograph Centre together with the Nominated Technician will need to make an application to VOSA for a replacement.
- q. Should a 'Workshop' smartcard become stuck inside a VU, and is not recoverable, the VU will need to be replaced (as it would should any other card become stuck). Centres are reminded of the security provisions within this manual which stipulate that the 'Workshop' smartcard must not leave the premises of the Approved Tachograph Centre. In cases where the smartcard cannot be recovered the Approved Tachograph Centre must immediately contact VOSA for further advice.

Checks and Inspections

- r. Inspections will take place when recording equipment is first fitted to a vehicle and when it is replaced (installation inspections) and, whilst in service, within two years of the last inspection (periodic inspections). There is no difference between 2 and 6 yearly inspections on digital tachographs. Inspections will also take place after:
 - i. any repair of the equipment

- ii. any alteration of the characteristic coefficient of the vehicle, 'w'
 - iii. any alteration of the effective circumference of the tyres, 'l', that causes the speed 'in use' tolerance of +/- 2km/h to be exceeded ⁽⁷⁾
 - iv. the equipment UTC time becomes wrong by more than 20 minutes
 - v. the vehicle registration mark is changed.
- s. Inspections shall include the following checks:
- i. The condition of seals previously fitted to the recording equipment and other parts of the installation (N.B. the presence of broken seals should always be recorded on the inspection report and the inspection register and should be regarded as reason for carrying out procedure h (below) with extra vigilance).
 - ii. A comparison of the information recorded on the plaque with the information contained within the VU record (N.B. where it is found that information does not agree VOSA must be informed immediately - such incidents should always be recorded on the inspection report and the GV212 inspection register).
 - iii. the recording equipment carries the appropriate type approval marks, these will be found at locations specified by the tachograph manufacturers.
 - iv. the recording equipment is fully functional and working properly, (including the data storage in tachograph cards function).
 - v. the recording equipment complies with the provisions of Annex 1B Chapter III 2.1 and 2.2 on the maximum tolerances on installation
 - vi. the tyre size is checked and the actual circumference of the tyres are measured and recorded
 - vii. the recording equipment is properly and accurately calibrated

⁽⁷⁾ Tolerances for tyre wear are set out in Para 025 of Annex 1B

- viii. a physical check for the presence of any device or devices connected between the vehicle unit and the motion sensor and suitable tests to ensure any such devices do not interfere with the proper and secure operation of the recording equipment. These tests should notably include a comparison of the motion sensor identification and the pairing record held within the VU. To do this it will be necessary to use test equipment and procedures provided by the tachograph manufacturers. (N.B. where any manipulation device is fitted between the vehicle unit and the motion sensor VOSA should be informed immediately - such incidents should always be recorded on the inspection report and the inspection register. Under no circumstances should the vehicle be resealed or issued with an installation plaque until the system has been restored to meet the requirements of the Regulation).
- ix. the recording equipment and other parts of the installation are properly sealed where required
- x. that an installation plaque showing the parameters set by the workshop is affixed to the vehicle in close proximity to the VU

8.1 Repairs and Decommissioning

- a. It is considered unlikely, because of the security requirements for the Annex 1B recording equipment, that all but the most minor repairs will be possible at Approved Tachograph Centres. Such repairs will be specified as part of the type approval process for the recording equipment.
- b. However, tachograph manufacturers must provide clear instructions on what components of a tachograph can be replaced and the procedures for conducting permissible repairs for each model and variant of recording equipment.

- c. Workshops will need to ensure that they are fully compliant with manufacturers' instructions when they carry out repairs and, in particular, that they only use the correct type approved component parts when performing permissible minor repairs.
- d. Decommissioning requires the securing of drivers' data and the circumstances to be recorded on the approved electronic register. The decommissioned equipment should either be returned to the vehicle owner or to the tachograph manufacturer for warranty or service exchange purposes. Other than these requirements no additional obligations in respect of decommissioning are placed on the Approved Tachograph Centre over and above any normal commercial arrangements that may apply.

Downloading of Drivers Hours Data – Requirement 260

- e. Approved Tachograph Centres shall be able to download data from recording equipment which is specified under requirement 260 of Annex A. The requirement states that Centres shall be able to give the data back to the 'appropriate transport company'. For the purposes of meeting the requirements of Article 14 of Regulation (EEC) n° 3821/85 ⁽⁸⁾ it is a requirement that all makes or models of digital tachograph shall be able to have their data downloaded at any workshop approved by the Competent Authority of a Member State in the event of the Vehicle Unit (VU) being decommissioned or repaired ⁽⁹⁾.
- f. The purpose of requirement 260 is to enable transport operators to have the opportunity to maintain a continuous record of driver and vehicle activity

⁽⁸⁾ Article 14 (5) of Regulation (EEC) n° 3821/85 as last amended (Chapter IV – Use of equipment) – "Member States shall ensure that data needed to monitor compliance with Regulation (EEC) n° 3820/85 and Council Directive 92/6/EECwhich are recorded and stored by recording equipment in conformity with Annex IB to the Regulation can be made available for at least 365 days after the date of their recording and that they can be made available under conditions that guarantee the security and accuracy of the data.

Member States shall take any measures necessary to ensure that the resale or decommissioning of recording equipment cannot detract, in particular, from the satisfactory application of this paragraph.

⁽⁹⁾ Downloading should conform to the definition (s) and requirements of Appendix 7 of Annex 1B

which can be presented to inspectors if requested to do so (and which may also be of benefit to the transport operator).

- g. Transport operators should download their data from VU prior to locking out and passing a VU to another operator. This requirement applies whether or not the VU is still fitted to a vehicle which is being sold or, indeed, if the VU is simply removed from the vehicle and replaced. However in circumstances where a VU becomes defective away from its normal premises, or where data has not been recently downloaded it may be necessary for the workshop to download and supply data.

Equipment and facilities to download data

- h. Annex 1B requires all Approved Tachograph Centres to be able to download digital tachograph data. Centres will therefore need suitable equipment and facilities to be able to carry this out. It will not be possible to give detailed guidance on the requirements for facilities and equipment until digital tachographs themselves become available. However, an interpretation of the requirements of the legislation is provided below.
- i. Providing the processes for the downloading of data and its delivery to the transport operator by the workshop follow the guidance that follows this should assist transport operators to keep accurate records whilst not imposing impractical responsibilities on Approved Tachograph Centres or exposing themselves or their employees to legal challenges arising from its delivery of data or its compliance with data protection.

Downloading and data protection

- j. As the data to be downloaded contains personal data, processes must comply with the requirements of the Data Protection Act 1998. In particular this will require registration as a data processor under the Data Protection Act.

- k. Under the provisions of the Regulations, workshops cannot legally process data without the permission of the owner (e.g. by passing it on to an individual without the owner's consent).
- l. For practical purposes the identity of the data owner should be established by reference to the Company Card used to secure a specific block of data ('locked-in' the VU). The company to whom the Company Card has been issued may then therefore be considered, by definition, as the owner of the data.

Handling of Downloaded Data – Principles

- m. The procedures for handling data downloaded and provided for the purposes of Regulation (EEC) n° 3821/85, Article 14 should always adhere to certain principles:
 - i. That data is not inadvertently lost during decommissioning, repair or service exchange, and that all data from the last VU data download needs to be downloaded and securely stored at the Centre.
 - ii. Having downloaded data from a VU, the centre should inform the 'appropriate transport company' (that is the transport operator holding the company card for the last identifiable data) that data from the VU has been downloaded and that the data is available. The centre is not expected to inform other data owners that it holds data.
 - iii. Data should only be supplied upon written request from the transport operator who holds the Company Card for the data concerned.
 - iv. The appropriate recipient for the data should normally be the transport operator which holds the Company Card. Alternatively, it may be a third party authorised by the transport operator who holds the Company Card to collect the data on behalf of the transport operator. Workshops must be provided with written permission from the data

owner before passing data on to a third party. This permission must be kept for one year.

- v. Data should be securely stored within the Approved Tachograph Centre. Access to the data should be restricted to authorised members of staff.
- vi. Data can also be returned to transport operators who also have earlier (previous) lock-ins, provided a written request is received and the workshop can identify the ownership of the data by reference to the Company Card lock-in details held on the downloaded data.
- vii. There may be circumstances when an Approved Tachograph Centre is asked to download data from a VU that is not being repaired or decommissioned, Similarly they may be asked to provide data from a VU which is being worked on which relates to a transport operator prior to the transport operator which last locked in. To avoid compromising data protection requirements such requests must only be undertaken using the transport operator's company card to download the data. Whilst it is permissible to use the facilities and equipment of the Approved Tachograph Centre to do this, workshop smart cards, which enable access to all data, must not be used.
- viii. Such procedures when undertaken are carried out as a commercial arrangement between the Approved Tachograph Centre and the transport operator and are not part of the tachograph scheme – they fall outside the requirements and scope of the Regulations ⁽¹⁰⁾. Workshops that choose to conduct such activities should declare their intention to VOSA.

⁽¹⁰⁾ Annex 1B, Requirements 260 and 261 dealing with workshops downloading data

- ix. Where such commercial activities are conducted within an Approved Tachograph Centre alongside the Regulatory required activities, the internal auditing conducted by the Centre's management must ensure that workshop smart cards are not misused and that data protection requirements are always observed. VOSA may, where it considers appropriate insist on setting control procedures in place to ensure that this occurs.

Processing Data

- n. To satisfactorily process data to meet the requirements of Regulation (EEC) n° 3821/85 as last amended, and to comply with Data Protection rules, workshop should always:
 - i. Ensure that all data recorded on the VU since the last recorded operator download is downloaded by the workshop and safely stored;
 - ii. Only provide data to a person or organisation authorised to receive that data;
 - iii. Ensure that all reasonable measures are taken to ensure the data is not received by anyone else;
 - iv. Ensure that proof of despatch is retained for at least one year.
- o. To achieve the above, an Approved Tachograph Centres should be required to:
 - i. Always download the data contained in the VU which has been recorded since the last operator download, and whenever the VU is being repaired or decommissioned;
 - ii. Alternatively, Approved Tachograph Centres may decide to download the whole VU, in which case the following requirements still apply

- iii. Establish details of the operator lock-ins and lock-outs ⁽¹¹⁾ as recorded on the digital tachograph vehicle unit since the last operator download. These should include the operator name and address and company card number, thereby enabling the Approved Tachograph Centre to identify the last identifiable transport operator
- iv. Notify, in writing, the last identifiable transport operator identified by the most recent lock-in that its data is being held at the Approved Tachograph Centre, where it should be held for a period of at least one year;
- v. Act only on a written request from the identified data owner to provide downloaded data. Approved Tachograph Centres should never pass data to anyone other than the data owner (identified by the use of a company card) to lock the data in the VU. The tachograph manufacturers and downloading equipment suppliers will provide detailed operating instructions for the downloading procedure in case of repair and/or decommissioning – these will include detailed advice on separating data belonging to different companies and must be complied with;
- vi. Securely store downloaded data for a period of at least one year (which is the period specified for the retention of data within the regulations), dated from the point of the download by the Approved Tachograph Centre;
- vii. Ensure that downloaded data retains the relevant security features to ensure the authenticity and integrity of that data;
- viii. Respect the confidentiality of the data downloaded from VU's and not to carry out processing of data (other than as a requirement of meeting the Regulatory requirements) other than on the specific instructions of

⁽¹¹⁾ Requirement 104, Annex 1B

the data owner, a VOSA Examiner or Police Officer. In meeting the regulatory requirements there should be no expectation that workshops will be obliged to analyse downloaded data (which may not be physically visible by virtue of the procedure ⁽¹³⁾ to be followed in downloading data)

- ix. Approved Tachograph Centres should always ensure that downloaded data is made available to VOSA Examiners or to Police Officers upon request, and in a format that will allow them to inspect that data later.

Providing Data to the Data Owner

- p. A person having a VU in his care, very often a driver, may not necessarily be a person authorised to receive a copy of data downloaded from that VU. Therefore it should not be considered automatically appropriate for downloaded data to be handed to that person. Instead, a means is needed whereby downloaded data can be sent back to the appropriate transport operator, perhaps in another Member State, in such a way that it is protected from unauthorised access.
- q. Workshops may offer Transport Operators a range of solutions enabling them to choose the method of receiving data that best suits their needs. A number of secure alternatives exist, including: -
 - i. Giving an encrypted, or password protected, disc to the driver,
 - ii. Sending the encrypted, or password protected, data by e-mail or other internet means,
 - iii. Sending an encrypted, or password protected, disc by courier,
 - iv. Sending an encrypted, or password protected, disc by registered post.

⁽¹³⁾ Appendix 7, 2.1 Downloading procedure

- r. The advice and support of manufacturers is needed to identify what practical options exist for safeguarding data in transit.
- s. Workshops should always be expected to ensure that, whatever means of delivery is used, they also make adequate records and retain these for at least one year to prove that the appropriate downloaded data was sent to the transport operator. Such records should include:
 - i. The original written request received by the workshop from the transport operator for the data;
 - ii. The original written permission if any, received by the workshop,
 - iii. Details of the Company Card that relate to the transport operator to whom the data has been sent (the card number, name of company, address, Issuing Member State, period of card validity);
 - iv. The date the data was sent to the transport operator;
 - v. The method of despatch;
 - vi. The record of receipt, if any (e.g. e-mail acknowledgement, courier receipt, postal receipt etc...).

Storage and Security of Downloaded Data

- t. When it is necessary to download data from VU's at the time of repair or decommissioning, the workshop should keep data securely stored for a minimum period of 365 day from the date of downloading.
- u. The measures needed by workshops to maintain the integrity of downloaded data should include the following requirements:

- i. that any downloading from a vehicle equipped with a digital tachograph must be via appropriate/approved Intelligent Dedicated Equipment (IDE) to an appropriate/approved External Storage Medium (ESM)
- ii. that workshops ensure that all digital signatures/certificates are stored along with the associated data,
- iii. that workshops implement a secure backup procedure to guard against data loss in the event of equipment failure.

IT- Equipment and Requirements

- v. The utilised IT-equipment, and the data stored on it should meet certain conditions. Such conditions may include:
 - i. protection of the equipment and the data (by using, for example, a password);
 - ii. access to the equipment should be controlled and limited to only those who have a legitimate reason for using the equipment;
 - iii. if the database with data from digital tachographs is sourced out to another PC in the network, the access to the database should be also protected against external access with a password;
 - iv. if data from digital tachographs is transmitted via the Internet, the transmission should be carried out in a secure way (e.g. SSL or https);
 - v. the PC should be equipped with a chip card reader;
 - vi. the PC should be equipped with an interface to transfer the download data from the digital tachograph to the PC;

- vii. the software used for tachograph checks and for the download and transmission of data should be fit for purpose (to be capable of dealing with data extracted from a tachograph card or vehicle unit, whilst ensuring the continued presence of the security elements that protect the integrity and authenticity of that data);
- viii. a backup copy of all downloaded data from the mass memory should be kept in a secure place in the workshop for at least 1 year, after which it should be destroyed, in accordance with the national data protection rules applicable to the workshop;
- ix. the data content of the workshop card should be downloaded after the respective checks of digital tachographs and should be archived in the workshop together with the test results (test certificates) for at least 3 years.

Certificates of Undownloadability

- w. If the data cannot be downloaded and therefore the transport operator having used the VU and to which the data belong cannot be identified, the workshop should issue a Certificate of Undownloadability only to the last user of the vehicle.
- x. If the transport operator can be identified, but its data can only be partially downloaded, a Certificate of Undownloadability should be issued only for the undownloadable data. The data should be stored by the workshop and given back to the appropriate transport operator as defined above.
- y. Workshops may be asked to download VU's not fitted in a vehicle, in which case they should follow the provisions previously set out in this section if the data can be downloaded. If the data is not downloadable, they should issue a Certificate of Undownloadability to the transport operator holding the VU but mentioning clearly what was available and accessible at the time of the attempt to download.

Records

- z. Records of data downloaded in the event of repairs and/or decommissioning of recording equipment. Where Approved Tachograph Centres download or otherwise process data from vehicle units, proper records should be kept and workshops should ensure that:
- i. data, when downloaded to an external storage medium, preserves the security elements protecting the authenticity and integrity of the data and that the accuracy of the downloaded data is confirmed and the fact recorded at the time of downloading;
 - ii. data is securely stored and is protected from unauthorised access;
 - iii. records of the requests for downloaded data returned to the data owner are properly kept and include:
 - iv. The original written request received by the workshop from the transport operator for the data;
 - v. Hash value/digital signature of the data sent;
 - vi. Details of the Company Card for the transport operator to whom the data has been sent (card number, name of company, address, Issuing Member State, period of card validity),
 - vii. Date on which the data was sent to the transport operator;
 - viii. Method of despatch;
 - ix. Record of receipt (e.g. e-mail acknowledgement, courier receipt, postal receipt, etc...).
 - x. the destruction of downloaded data at the end of one year from the date of downloading is recorded and can be verified. The destruction should be witnessed by a responsible member of the organisation;
 - xi. that copies of data are available up to the specified date of destruction should the data owner request them;
 - xii. any data downloaded from vehicles where an inspecting officer requests it are made available, provided that the data is less than 365 days old from the date of downloading.

8.2 Vehicles used for the carriage of dangerous goods

- a. Due to the nature of certain dangerous goods and the legislation covering them, the vehicle is subject to stringent electrical requirements. Thus any tachograph fitted to these vehicles must also comply with the current standards.
- b. It is ultimately the responsibility of the vehicle operator to ensure compliance with the regulations. However, a Nominated Technician / Approved Tachograph Centre should make enquiries of the operator if they feel that the vehicle presented may fall into this category, and therefore requires the fitment of the appropriate tachograph.
- c. Where the presenter requires the vehicle to meet the appropriate standards, the Nominated Technician / Approved Tachograph Centre must ensure that any repair, installation or other work carried out meets the required standards.
- d. Manufacturers of tachographs will be able to advise on suitable equipment and fitting. Further information may be available from vehicle manufacturers and the operator.

9 Documents and Records

Records of Work

- a. A record of **all** installations, calibrations, periodic inspections, minor works and any associated plaques issued must be recorded in the Record of Tachograph Plaques Issued - Form GV212.
- b. All inspection reports and test charts **must** be kept in order and good condition by the centre for at least six years.
- c. In the case of digital tachographs, an electronic system or systems will be required for the capture of data from work undertaken using workshop smart cards for the storage of drivers hours data downloaded and stored from vehicle units and for provision of data to transport operators. Such systems must be VOSA approved and may be combined with an approved electronic version of a GV212 register system. Full advice on the procedures and requirements for record keeping of work involving digital tachographs will be provided following the provision and approval of appropriate systems.

Notices

- d. The centre must maintain all the statutory notices that are required to be displayed on the notice board. Notices boards should be kept clean, not used for other notices and the notices must be clearly legible (not faded etc). If any of the VOSA issued notices require replacement or updating, the centre must forward a request to VOSA for replacement notices. Only the most current version of a notice should be on display.

Tachograph Centre Manual

- e. A copy of the manual must be kept available for use by centre staff at all times during the centre's opening hours.
- f. Paper versions must be clean and legible and kept up to date. If any pages are damaged, defaced or require updating replacements must be obtained

from VOSA. Copies of the manual and/or replacement pages may be freely copied from the VOSA website at **www.vosa.gov.uk**.

- g. It is imperative that any updates issued by VOSA are put in to the manual immediately upon receipt and that locally held electronic versions of the manual taken from the VOSA website are kept up to date. Within the centre environment there are no restrictions on copying the manual, or parts of it in any form. The Crown Copyright rules do however apply.
- h. It is the responsibility of both the Centre and its Nominated Technicians to ensure Nominated Technicians see, read and understand the manual and amendments made to it. Technicians will be required to sign form GV216 to show they have done so.
- i. Maintenance of all the above is the responsibility of the Approved Tachograph Centre, and will be subject to inspection by VOSA examiners.

Production / Inspection of Records & Documents

- j. The GV 212 Register (whether in hard copy or electronic format) used for recording the issue of plaques, the inspection reports and test charts must be made available during the centre's normal working hours, when requested by a VOSA examiner or Police Officer. Failure to provide this register when requested will be treated as a breach of conditions and lead to disciplinary action.
- k. The GV 212, Inspection records and test charts. A vehicle operator, who the centre accepts as having reasonable cause to inspect them (e.g. a new owner of the vehicle updating their records), must also be allowed to view the documents.
- l. Following surrender, termination or withdrawal, all records relating to Installation, Inspection Calibration, Downloading and Decommissioning of

Tachographs (together with sealing devices and workshop smart cards) must be handed over to VOSA.

10 Security of seals, plaques etc

10.1 General Security

- a. The security of sealing devices, seals, workshop smart cards, calibration plaques, downloaded data and certificates is paramount. None of the above should ever be left unattended when in use or left unsecured at other times. During working periods when not in use, they should be secured in the slam locking container, outside working periods they should be secured in the main safe.
- b. In the event of loss, theft or apparent misappropriation of the sealing device, seals, workshop smart cards and/or PIN's, calibration plaques, downloaded data or certificates the Tachograph Centre must immediately notify the local VOSA Area Enforcement Office.
- c. In the case of sealing devices and workshop smart cards the Centre must also report the loss or theft to the local police. The centre must send a **full written account** of the circumstances to the VOSA local office within **one working day**. The account must include the name and station of the Police Officer to whom the matter was reported and the crime reference number.
- d. VOSA will investigate the matter with the Approved Tachograph Centre and may suspend Approval to conduct installation, inspections and calibration until satisfied that any inadequacy of the Centre's security arrangements has been remedied and, if appropriate, the Centre has obtained a new sealing device or new workshop smart card(s).

10.2 Additional Security Requirements for Workshop smart cards and PIN's (personal identification numbers)

Responsibilities of Individual Nominated Technicians

- a. Nominated Technicians will need to take individual responsibility for each workshop card (and PIN) issued to him/her and must;
 - i. never divulge the PIN code to anyone;
 - ii. never allow others to use either their cards or PIN code;
 - iii. take responsibility for all activities undertaken under the authority of that card and PIN even if certain aspects of the activities have been undertaken by another person (such as an apprentice or trainee under direct supervision);
 - iv. ensure that their workshop card is downloaded at the completion of each use to ensure that data on the card is not overwritten or lost;
 - v. immediately report the loss, theft or malfunctioning of the card to the Approved Tachograph Centre's designated manager;
 - vi. report to their manager and/or to VOSA if they believe that their card and/or it's PIN code has been used by another person
 - vii. either destroy or return expired cards in accordance with the instructions set out by the DVLA
 - viii. At appropriate times make application jointly with the workshop for a new or renewed workshop card

The Responsibilities of Workshops

- b. Approved Tachograph Centres have broader responsibilities to ensure that Nominated Technicians continue to satisfy their individual requirements and to ensure that the activities and security of the workshop as a whole remain satisfactory.
- c. Approved Tachograph Centres must ensure that:
 - i. each individual Nominated Technician required to conduct work on digital tachographs has a valid workshop smart card available for his/her use;
 - ii. all valid workshop smart cards issued to the Approved Tachograph Centre can be made available for inspection to VOSA examiners upon request;
 - iii. workshop smart cards do not leave the premises of the Approved Tachograph Centre,
 - iv. that the security requirements for workshop smart cards are complied with, in particular that cards are collected from Nominated Technicians at the end of each work period and secured in the approved safe.
 - v. Nominated Technicians never use each others' workshop smart cards;
 - vi. Nominated Technicians are supported by the workshop management in meeting their obligation never to disclose their PIN codes;
 - vii. the record of inspections/calibrations conducted using each workshop smart cards is downloaded at the completion of each use to ensure that data stored on the card is not overwritten or lost;

- viii. that sufficient monitoring of card use is conducted to ensure that misuse or abuse of workshop smart cards is prevented.

11 Disciplinary Action

Overview

- a. When shortcomings are found in either the conduct of tachograph work, or the operation of the tachograph scheme, VOSA will take action according to the circumstances of each particular case. For minor shortcomings, this will usually consist of advice or counselling, but for more serious cases (or repeated minor shortcomings), formal disciplinary action may be considered.
- b. VOSA may exercise discretion on behalf of the Secretary of State for Transport to disqualify a Nominated Technician and to withdraw the Approval of Tachograph Centres.
- c. This section:
 - i. provides guidance for all involved in the Tachograph Scheme on how this discretion will normally be applied,
 - ii. explains the procedures normally to be followed when VOSA becomes aware that a Nominated Technician or Approved Tachograph Centre may not be maintaining the required standards,
 - iii. sets out the maximum level of disciplinary action that will normally be applicable.
- d. In judging what course to follow in a particular case, or series of cases, VOSA will consider all known circumstances and may alter the level of action to reflect the circumstances.
- e. VOSA reserves the right to modify the points or actions indicated in this section in the light of experience or to reflect changes in the law. VOSA will inform those approved within the scheme about such modifications by notices and by amendment of the contents of this Manual.

- f. Where the Manual does not cater for a specific shortcoming, consideration of disciplinary measures will be in line with shortcomings of similar significance.

11.1 Underlying Principles

General

- a. Where a vehicle or recording equipment is re-examined after the inspection or calibration of a tachograph, any action taken will be based on its likely condition at the time the work was carried out, taking into account all known factors, including those that could have changed in the meantime.
- b. If a person involved in the scheme brings a problem to VOSA's attention relating to shortcomings or malpractice of others, this will not normally be counted against them. An example would be where the management of an Approved Tachograph Centre reports shortcomings on the part of a Nominated Technician identified during the course of their management checks. Similarly Nominated Technicians who are put under pressure to conduct actions contrary to the requirements should also report this to VOSA.
- c. Where an Approved Tachograph Centre is unhappy with the working standards of a Nominated Technician, the Centre should consider stopping the Nominated Technician from conducting further work within the scheme until corrective action and/or retraining is completed. This may be particularly appropriate where disciplinary action for shortcomings is being considered by VOSA.
- d. Nominated Technicians must be in a fit condition, both physically and mentally, to carry out their work to the required standard. Being on medication or recovering from illness will not normally be considered to provide mitigation in the event of errors in tachograph work. Approved Tachograph Centres are expected to implement reasonable management controls to ensure that their Nominated Technicians are in a fit condition to conduct work for the tachograph scheme.

11.2 Nominated Technicians

- a. Disqualification will usually result from:
 - i. a single instance of significant **procedural** omissions (e.g. major elements of the inspection and/or calibration procedure missed), significant negligence or significant malpractice,
 - ii. A single serious incident of substandard inspection/calibration, that could compromise the validity of records made by a tachograph, or could result in a road speed limiter not functioning within the legally required parameters, particularly where this could compromise road safety.
 - iii. A Nominated Technician being personally involved in an act which could also justify single-case withdrawal for an Approved Tachograph Centre.
 - iv. A Nominated Technician being convicted of an offence connected with the Tachograph Scheme, or involving violence or intimidation which VOSA considers could put Approved Tachograph Centre customers or VOSA's staff at risk.
- b. An extension of disqualification will result where a former Nominated Technician continues to conduct inspections and calibrations, other than as an assistant, after disqualification.
- c. An extension of suspension will result where a Nominated Technician continues to conduct inspections and calibrations, other than as an assistant, during a period of suspension resulting from a failure to complete required training or demonstration tests.

Approved Tachograph Centres

- d. Unless single case withdrawal action is justified, an Approved Tachograph Centre will normally have been issued with a Formal Warning and given the opportunity to correct failings, **before** the subsequent offences under consideration lead to the withdrawal of the Approval.
- e. Where single case withdrawal is considered, VOSA will take care to ensure that the offence justifies such serious action, having regard to the risk to road safety, or the repute of the tachograph calibration scheme.
- f. Normally the disciplinary assessment counted against the Approved Tachograph Centre will be no less than that counted against the Nominated Technician for the same shortcomings, unless there is clear evidence of deceit by the Nominated Technician, and the Approved Tachograph Centre has not been remiss in the application of management controls and quality assurance.
- g. Shortcomings in the work of Nominated Technicians brought to VOSA's attention by an Approved Tachograph Centre as a result of management quality checks will not normally be counted against the Approved Tachograph Centre.
- h. Withdrawal action will usually result from an Approved Tachograph Centre, (or a partner, director or officer of the company), being convicted of a criminal offence which VOSA considers is likely to damage the repute of the Approved Tachograph Centre, or the integrity of the Tachograph Scheme. This action may be taken whether or not the conviction arose from activities in connection with the scheme. Where an incident has resulted in a formal warning and there is a subsequent conviction, the authorisation may again be reviewed, and may be withdrawn where it is considered by VOSA that the Approved Tachograph Centre is no longer of good repute.

11.3 Disciplinary action

How it can arise

- a. This section gives some examples of circumstances that can lead to disciplinary action against a Nominated Technician, or an Approved Tachograph Centre.

Note: this is not an exhaustive list of all possible circumstances, and shortcomings and deficiencies will be considered in the light of the circumstances of each particular case.

- A justified complaint that a tachograph is defective in operation, or the calibration parameters are incorrect, on a recently inspected tachograph issued with an inspection plaque and/or a calibration certificate.
- A justified complaint to VOSA concerning a refusal to issue a calibration certificate.
- Re-examination of a vehicle and its recording equipment by VOSA that reveals an incorrect inspection/calibration decision.
- An observed test where a vehicle is submitted for examination by a person posing as a customer, in order to check the Approved Tachograph Centre's inspection methods and calibration standards, and those methods or standards appear to be inadequate.
- An observed inspection and/or calibration, when VOSA has asked for the required procedures to be demonstrated and these procedures have proved to be unsatisfactory,
- Recognition by VOSA of a deficiency in the operation of the Approved Tachograph Centre, resulting in a failure to meet the requirements of the tachograph scheme.

- Other more involved investigations in cases where VOSA believe there may be significant irregularities. Such investigations may include covert surveillance of Approved Tachograph Centres, or of sites where vehicles equipped with tachographs are present.

Levels of Disciplinary Action

Action after initial assessment by the VOSA Examiner

- b. If, following assessment, the matter is considered relatively minor and correctable, advice will be given to the Nominated Technician and/or the Approved Tachograph Centre.
- c. More serious shortcomings may result in VOSA considering formal disciplinary action. A report on the case will be forwarded by the examiner to the local VOSA Area Office for a full review to determine whether starting the formal disciplinary procedure is justified. If, after review of the case report, VOSA consider formal disciplinary action is not justified appropriate advice will be issued to the Approved Tachograph Centre and/or Nominated Technician.

Advice

- d. Advice is not part of the formal disciplinary system and would not be considered to contribute directly to any future formal disciplinary action. However, it can be taken into account in considering the significance of mitigation offered in a formal disciplinary case arising within five years of the advice being given (for example, where advice has not been heeded, leading to a serious shortcoming). Only written advice provided by VOSA will be used in this way.

Formal discipline

- e. Formal disciplinary action will normally be initiated if, following review of the case report, VOSA considers that shortcomings have, or could have, resulted

in inadequately inspected or inaccurately calibrated tachographs being put into service and/or issued with calibration certificates.

- f. When formal disciplinary action is being considered, a letter (referred to as a Contemplated Withdrawal (CW) letter) will be sent to those parties against whom action is being considered. The letter will be accompanied by copies of all documentary evidence that is being considered, for example, the Examiner's reports or photographs. The parties concerned will be invited to make written representations about the circumstances of the case within 15 working days of the date of the letter. In addition, the Contemplated Withdrawal letter will note any previous Formal Warnings to be considered in deciding what action VOSA may take. Representations may also be made about these previous warnings.
- g. A CW letter for a Nominated Technician will normally be sent to the Approved Tachograph Centre where they were working at the time of the incident. Any photographs relating to the incident will only be enclosed with the Approved Tachograph Centre copy of the CW letter, and access to the photographs should be given to any Nominated Technician involved.
- h. If the Nominated Technician ceases to work for the Approved Tachograph Centre involved, VOSA must be told this immediately and given a forwarding address for the Nominated Technician. The CW letter sent to the Centre for the Nominated Technician must either be forwarded to them, or returned to the VOSA office from which it was sent. Nominated Technicians, who are unable to examine copies of photographs sent to the Approved Tachograph Centre, may contact that VOSA office to make arrangements to see the photographs.
- i. If written representations are not received, VOSA will take reasonable steps to ensure that the Nominated Technician and/or the Approved Tachograph Centre have received the correspondence from VOSA and to remind them of

the deadline. Once the deadline has passed, VOSA will proceed as outlined below.

- j. The case will be reconsidered in light of all the representations /evidence offered by, or on behalf of, the Nominated Technician or the Approved Tachograph Centre, in conjunction with all the evidence that was sent with the CW letter(s). Should any new evidence (other than clarification or confirmation of previous evidence) come to light that VOSA intend to consider, the Nominated Technician and/or the Approved Tachograph Centre will be given the opportunity to comment on it.
- k. The review will include the evidence and representations in respect of any previous Formal Warnings that were notified in the CW letter. Any fresh representations or evidence offered in respect of previous warnings will be considered and their relevance to the disciplinary decision on that case decided.

Normal level of action

- l. Where a case is judged serious enough to justify formal action, one of the following options will be chosen:

A Formal Warning

These are issued in writing to an Approved Tachograph Centre or to a Nominated Technician and will be taken into account in the event of future formal disciplinary action. Formal warnings generally remain valid for five years from their date of issue, although this is reduced to two years in circumstances detailed further in this Section. A Formal Warning may be accompanied by a **recommendation** that a Nominated Technician should undergo additional training.

A Formal Warning plus Additional Training

As above, but with a **requirement** that a Nominated Technician must successfully complete additional training. The training, which will normally

be attendance at a VOSA approved training course, will be specified in the notice of the decision. The notice will also tell the Nominated Technician that failure to attend the course will result in suspension from conducting inspections and calibrations. The period of suspension will normally commence 35 working days from the date of the notice. Exceptionally the commencement date of suspension may be extended at the discretion of, and subject to, the written agreement of VOSA if a suitable approved training course is not available within the 35-day period.

If a Nominated Technician has been suspended awaiting successful completion of training, their suspension will be rescinded on production of proof of successful completion. If they successfully complete the training after the notice of suspension or withdrawal has come into effect, they will be re-authorised. In either event, the case will still count as a Formal Warning, should any future disciplinary action be considered.

Disqualification and / or Withdrawal

A Nominated Technician may be disqualified from carrying on any further work as a Nominated Technician, and / or the Approved Tachograph Centre may have its approval withdrawn.

- m. Whilst VOSA will always endeavour to take disciplinary action aimed at securing corrective action where shortcomings are considered to be serious, result from negligence or malpractice or risk seriously compromising road safety or the reputation of the scheme disqualification and/or withdrawal action may be taken in the absence of any previous disciplinary history.

11.4 Approved Tachograph Centres

- a. Normally, Approved Tachograph Centres will be withdrawn from the Scheme following a single instance of the types mentioned in b) c) and d) below

committed by the Approved Tachograph Centre, their employee or agent. Approvals may also be withdrawn following a single instance of the types mentioned in e) below committed by the Approved Tachograph Centre, their employee or agent.

Fraud, Dishonesty or Gross Negligence

- b. Improper issue of a calibration certificate, plaque or Certificate of Undownloadability, involving some act of fraud, dishonesty or gross negligence - for instance:
 - i. A Nominated Technician issues a calibration certificate, plaque, or Certificate of Undownloadability, without personally conducting all of the inspection or calibration of the recording equipment.
 - ii. Where the inspection and calibration have been undertaken by a trainee a Nominated Technician issues a calibration certificate, plaque, or Certificate of Undownloadability, without having exercised close and direct supervision of the work carried out by the trainee to ensure it was correctly performed; and/or the Nominated Technician has failed to verify that the test results are accurate; and/or the parameters of the tachograph have been correctly set and the information recorded on the plaque is correct,
 - iii. A replacement or duplicate calibration certificate, plaque, or Certificate of Undownloadability, is issued unjustifiably;
 - iv. A bribe is accepted for the issue of a calibration certificate, plaque, or Certificate of Undownloadability.
 - v. The issue of a calibration certificate, plaque, or Certificate of Undownloadability, to a vehicle fitted with recording equipment which attended the Approved Tachograph Centres and entered and left the inspection bay, for a time that would not allow for a full inspection and calibration to be carried out.

- c. One or more calibration certificates, plaques, or Certificate of Undownloadability are passed to an unauthorised person, or are lost as the result of a wilful act by an Approved Tachograph Centre, employee or agent.
- d. Access to a workshop smart card is allowed to an unauthorised person as the result of a wilful or negligent act by an Approved Tachograph Centre, employee or agent.
- e. A workshop smart card is lost or stolen as the result of a negligent act by an Approved Tachograph Centre, employee or agent.
- f. The PIN (personal identification number) for a workshop smart card is made known to a person other than the person to whom the card was issued as a result of a wilful or negligent act by an Approved Tachograph Centre, employee or agent.

Other Very Serious Offences

- g. An inspection or calibration is carried out by a person who is not properly authorised (see Note), to carry out such work at the Approved Tachograph Centre.

Note: A person is "properly authorised" to conduct inspection or calibration at particular premises if:

- i. the Approved Tachograph Centre has confirmed that they are acceptable, as set out in Section 5;
 - ii. their name is on the list of Nominated Technicians for the Approved Tachograph Centre; and
 - iii. they have not been disqualified from conducting inspection or calibration, either for disciplinary reasons, or because of failure to undertake required training.
- h. Inspection or calibration is carried out on recording equipment that the Approved Tachograph Centre is not authorised to work on, (e.g. digital tachograph at an Approved Tachograph Centre approved only to work on analogue tachographs).

- i. Backdating of a calibration certificate, plaque, or Certificate of Undownloadability, where the issue date on the calibration certificate, plaque, or Certificate of Undownloadability, precedes the date of the inspection/calibration.
- j. Deliberate failure to report any loss or theft of calibration certificates, plaques, or Certificate of Undownloadability, to both VOSA and the police.
- k. The improper issue of a calibration certificate, plaque, or Certificate of Undownloadability, to a vehicle operated by, or on behalf of, the Approved Tachograph Centre, or which the Approved Tachograph Centre has an interest in operating commercially, or is selling or seeking to sell.
- l. Assault (either physical or verbal) on, or serious threats against;
 - i. vehicle presenters
 - ii. officers involved with enforcement of Tachograph Scheme standards
- m. Other serious cases of loss of good repute. This provision will be used only in serious cases, where urgent action is essential to preserve the integrity of the Tachograph Scheme. An example would be where there is evidence that the Approved Tachograph Centre, or their agent, has been involved in criminal activity, such as non-approved repair of tachographs or the fitment of manipulation devices to recording equipment, intended to disguise non-compliance with drivers' hours requirements.

Other Serious Offences

- n. The following single acts may also result in withdrawal of authorisation. Where the circumstances are not considered sufficiently serious to justify single-case withdrawal, then the matter will be considered with any other disciplinary action on file and Formal Warning or Withdrawal considered as appropriate.

- i. Failure to carry out an adequate inspection of the recording equipment system to ensure the integrity, accuracy and security of the system has not been compromised resulting in the sealing of the system and issue of a sealing plaque and/or certificate when the calibration parameters are incorrect
- ii. Failure to carry out an adequate inspection of the recording equipment system to ensure the integrity, accuracy and security of the system has
- iii. not been compromised resulting in the sealing of the system and issue of a sealing plaque and/or certificate when one or more manipulation devices are fitted to the system.
- iv. Failure to notify VOSA of any criminal conviction of the Approved Tachograph Centre, partners, or directors. (See Section 4.10 Para (j) and (k))
- v. Conviction of a Nominated Technician for an offence connected with the tachograph scheme and associated with the particular Approved Tachograph Centre. (See Section 5 Para (e)).
- vi. Failure to notify VOSA of a Nominated Technician conviction.
- vii. Serious negligence by an Approved Tachograph Centre, employee, or agent, resulting in the loss of calibration certificates, plaques, or Certificate of Undownloadability.
- viii. False statement made on an application for appointment
- ix. Failure to notify VOSA of a change in the constitution or operation of a business, or failure to cease testing after such a change, pending VOSA's confirmation that inspection and calibration may resume. (For more information on changes in constitution or operation of businesses, see Section 4.10 of this Manual.)
- x. A withdrawn Approved Tachograph Centre, or a principal, director or partner of a withdrawn Approved Tachograph Centre, is involved in the management of an Approved Tachograph Centre site and/or operation.

- xi. Serious and/or continued failure to comply with the requirements of Approval such that the quality of tachograph work and/or the repute of the scheme are seriously compromised or put at risk.

Reasons to Decline Renewal of Approval

- o. An Approved Tachograph Centre, following a written request by VOSA, fails to pay the annual renewal fee for Approval by the due date.

11.5 Nominated Technicians

- a. Normally, a Nominated Technician will be disqualified from conducting work within the tachograph scheme, if they are personally involved in any act that could lead to withdrawal of the authorisation of an Approved Tachograph Centre.
- b. It is normal practice too, for a Nominated Technician to be disqualified where there are significant procedural omissions (e.g. non-use of designated equipment), and disqualification may be applied for a single major incident of substandard inspection or calibration, that could result in the incorrect calibration of a tachograph, the inaccurate recording of drivers' hours or have other significant road safety implications.
- c. Nominated Technician will usually be disqualified for acts of the type covered below.

Fraud, Dishonesty or Gross Negligence

- d. Improper issue of a calibration certificate, plaque or Certificate of Undownloadability, involving some act of fraud, dishonesty or gross negligence - for instance:
 - i. A Nominated Technician issues a calibration certificate, plaque, or Certificate of Undownloadability, without personally conducting all of the inspection or calibration of the recording equipment.

- ii. Where the inspection and calibration have been undertaken by a trainee a Nominated Technician issues a calibration certificate, plaque, or Certificate of Undownloadability, without having exercised close and direct supervision of the work carried out by the trainee to ensure it was correctly performed; and/or the Nominated Technician has failed to verify that the test results are accurate; and/or the
 - iii. parameters of the tachograph have been correctly set and the information recorded on the plaque is correct,
 - iv. A replacement or duplicate calibration certificate, plaque, or Certificate of Undownloadability, is issued unjustifiably;
 - v. A bribe is accepted for the issue of a calibration certificate, plaque, or Certificate of Undownloadability.
 - vi. The issue of a calibration certificate, plaque, or Certificate of Undownloadability, to a vehicle fitted with recording equipment which attended the Approved Tachograph Centres and entered and left the inspection bay, for a time that would not allow for a full inspection and calibration to be carried out.
- e. One or more calibration certificates, plaques, or Certificate of Undownloadability are passed to an unauthorised person, or are lost as the result of an act by a Nominated Technician.
- f. Access to a workshop smart card is allowed to an unauthorised person as the result of a wilful or negligent act by a Nominated Technician.
- g. A workshop smart card is lost or stolen as the result of a negligent act by a Nominated Technician.
- h. The PIN (personal identification number) for a workshop smart card is made known to a person other than the person to whom the card was issued as a result of a wilful or negligent act by a Nominated Technician

Conviction

- i. Conviction of the Nominated technician - whether or not the conviction arises from his/her action in connection with Tachograph Scheme - for any criminal offence in circumstances that, in VOSA's opinion, may have damaged his reputation, that of the Approved Tachograph Centre or the integrity of the Tachograph Scheme, particularly where the offence is connected with the scheme or the motor trade.

Note: In less serious cases, particularly where the conviction is not connected with the Tachograph Scheme or the motor trade, a more lenient view may be applied.

Other Very Serious Offences

- j. A Nominated technician carries out an inspection or calibration when not properly authorised (see Note), to carry out such work at the Approved Tachograph Centre.

Note : A person is "properly authorised" to conduct inspection or calibration at particular premises if:

- i. the Approved Tachograph Centre has confirmed that they are acceptable;
 - ii. their name is on the list of Nominated Technicians for the Approved Tachograph Centre; and
 - iii. they have not been disqualified from conducting inspection or calibration, either for disciplinary reasons, or because of failure to undertake required training.
- k. Inspection or calibration is carried out on recording equipment that the Nominated technician is not authorised to work on, (e.g. digital tachograph when the Nominated Technician is approved only to work on analogue tachographs).
- l. Backdating of a calibration certificate, plaque, or Certificate of Undownloadability, where the issue date on the calibration certificate, plaque,

or Certificate of Undownloadability, precedes the date of the inspection/calibration.

- m. Deliberate failure to report any loss or theft of calibration certificates, plaques, or Certificate of Undownloadability, to both VOSA and the police.
- n. The improper issue of a calibration certificate, plaque, or Certificate of Undownloadability, to a vehicle operated by, or on behalf of, the Approved Tachograph Centre, or which the Approved Tachograph Centre has an interest in operating commercially, or is selling or seeking to sell.
- o. The improper issue of a calibration certificate, plaque, or Certificate of Undownloadability, to a vehicle operated by, or on behalf of, the Nominated Technician, or which the Nominated Technician has an interest in operating commercially, or is selling or seeking to sell.
- p. Assault (either physical or verbal) on, or serious threats against;
 - i. vehicle presenters
 - ii. officers involved with enforcement of Tachograph Scheme standards
- q. Other serious cases of loss of good repute. This provision will be used only in serious cases, where urgent action is essential to preserve the integrity of the Tachograph Scheme. An example would be where there is evidence that the Nominated Technician has been involved in criminal activity, such as non-approved repair of tachographs or the fitment of manipulation devices to recording equipment, intended to disguise non-compliance with drivers' hours requirements.

Other Serious Offences

- r. The following single acts may also result in disqualification of Nominated Technicians. Where the circumstances are not considered sufficiently serious to justify single-case withdrawal, then the matter will be considered

with any other disciplinary action on file and Formal Warning or Disqualification considered as appropriate.

- i. Failure to carry out an adequate inspection of the recording equipment system to ensure the integrity, accuracy and security of the system has not been compromised resulting in the sealing of the system and issue of a sealing plaque and/or certificate when the calibration parameters are incorrect
- ii. Failure to carry out an adequate inspection of the recording equipment system to ensure the integrity, accuracy and security of the system has not been compromised resulting in the sealing of the system and issue of a sealing plaque and/or certificate when one or more manipulation devices are fitted to the system
- iii. Conviction for any offence connected with the Tachograph Scheme or the Road Speed Limiter Scheme.
- iv. Conviction for any offence involving violence or intimidation which VOSA considers could put customers, or VOSA staff, at risk.
- v. Failure to notify VOSA of any criminal conviction
- vi. Serious negligence by a Nominated Technician resulting in the loss of workshop smart cards, calibration certificates, plaques, Certificate of Undownloadability.
- vii. Serious negligence by a Nominated Technician resulting in the disclosure of the workshop card PIN (personal identification number) to another person.
- viii. False statement made at the time of application for appointment as a Nominated Technician

11.6 Notice of Disqualification or Withdrawal

- a. The normal notice period before disqualification or withdrawal becomes effective, is 35 working days. This period may be reduced (i.e. the notice may be given early effect), should VOSA believe there to be a serious risk to road safety, or to the integrity or reputé of the Tachograph Scheme.

- b. For a Nominated Technician, the notice period before disqualification becomes effective, may be reduced to:
 - i. Ten working days, where VOSA consider the evidence of the case and/or history of past disciplinary actions, highlight serious shortcomings; or
 - ii. One day, if the particular case justifies such action to safeguard against a risk to road safety, or to the integrity of the tachograph scheme, or to safeguard against the possibility of abuse of the scheme.
- c. For an Approved Tachograph Centre, the notice period before withdrawal becomes effective, may be reduced to:
 - i. Ten working days, where VOSA considers the evidence of the case and/or history of past disciplinary actions, highlight serious shortcomings; or
 - ii. One day, if the case being considered justifies single offence withdrawal (where the conviction is for a very serious offence in connection with the Tachograph Scheme, the MOT scheme or motor trade). More detailed information is provided later in this Section.
- d. Disqualification, or withdrawal action, may be taken on one day's notice (without VOSA first issuing the normal CW letter or considering any representation), in the instance of a very serious case that VOSA considers to represent a clear and significant risk to road safety, or the integrity of the tachograph scheme.

Period of Disqualification of a Nominated Technician

- e. When a Nominated Technician is disqualified for disciplinary reasons (except pending training), this will normally be for two years. The period may be

extended to five years where disqualification results from serious fraud, dishonesty or gross negligence.

- f. A Nominated Technician suspended for non-disciplinary reasons (e.g. non-attendance at periodic refresher training), or given a Formal Warning with a requirement to undertake specified additional training, will have that suspension lifted on attending the appropriate training and satisfactory completion of any required post-training assessment.

Period of Withdrawal of Approved Tachograph Centres

- g. When an approved tachograph centre has its approval withdrawn for disciplinary reasons, this will normally be for a period of five years and will apply to the legal entity approved and to individuals, partners and directors named in the application for approval (as amended).
- h. Where withdrawal arises as a result of late payment of fees, renewal of the Approval will lapse or may be declined. In such circumstances the Approved Tachograph Centre will be required to cease conducting tachograph work from the date on which the Approval lapses. Under these circumstances a new application for Approval may be made at any time and will be considered on its individual merits.

Multi-site Tachograph Centres

- i. Where a sole trader, partnership or limited company operates more than one Approved Tachograph Centre and disciplinary action is considered necessary against one or more centres each site will, in the first instance, be treated separately. If withdrawal action is taken against a site, then no further sites will be authorised to the holder of the withdrawn approval in the same catchment area within the period of withdrawal.
- j. Regardless of whether any individual sites have been withdrawn, VOSA may review the overall effectiveness of the management system of a group of

Approved Tachograph Centres. If it appears that there are problems affecting a significant proportion of sites, VOSA may ask for an action plan to be prepared and implemented to improve the group performance.

- k. If problems continue, VOSA may consider refusing the grant of further approvals until the record of the remaining parts of the group has improved or, in severe cases, withdrawing the Approved Tachograph Centres for part or all of the group.
- l. In considering the overall performance of the group, convictions relating to parts of the organisation not directly involved in tachograph work may also be taken into consideration.

Appeals and Hearings

Appeals against disqualification and withdrawal

- m. Nominated Technicians who have been disqualified from conducting inspections and calibrations, and Approved Tachograph Centres who have had their Approval withdrawn following disciplinary action, may appeal against the action to the Secretary of State. The Secretary of State has delegated the decision on such appeals to the Chief Executive of VOSA, who is supported by a wholly independent section in his office in Bristol.
- n. A Nominated Technician or Approved Tachograph Centre wishing to appeal against a disqualification or withdrawal of approval must do so to the VOSA local office that notified the decision. This should be submitted within 14 working days of receipt of the notice of disqualification or withdrawal, or as soon as possible thereafter. The letter seeking appeal should contain a full written statement of the appellant's representations concerning the grounds for the appeal and should indicate whether an informal hearing is requested. Disqualification or withdrawal will take effect on the date notified, even if the appeal is still under consideration.

- o. Appeals Branch case officers will summarise and review the pertinent evidence, taking into account road safety issues, the Regulations and associated guidance such as this Manual, having regard to the principles of administrative fairness and the human rights legislation. They assess whether VOSA's local office acted fairly, reasonably, proportionately and in accordance with procedure, and that all the evidence taken into account was correctly gathered and disclosed.

Informal Hearings

- p. A request for an informal hearing of an appeal case must be made in writing to the VOSA local office that notified the decision to disqualify or withdraw approval from the appellant. The request will be passed to VOSA's Appeals Branch in Bristol. The hearing will be arranged and chaired by a member of the Appeals team. The appellant and a representative from VOSA's local office will both be invited to put their case and they may be cross-examined by the person chairing the hearing.
- q. A decision on the appeal will subsequently be made by Appeals Branch on behalf of the Secretary of State. The appellant will receive a decision letter that sets out in full the reasons for the decision. Appeal cases are normally determined within five weeks of receiving the appeal or of the informal hearing date (whichever is the later).

APPENDIXES

Legislation

European legislation

Technical Specifications of Tachographs

COUNCIL REGULATION (EEC) No 3821/85 20 December 1985
On recording equipment in road transport

This is the core of our current requirements for the fitment and use of tachographs, and the technical specification of the tachograph and includes Annex 1 and 1B.

Analogue Amendments

The following regulations are amendments to Reg 3821/85, and brought in the need for diagnostics, armoured cables etc.

COMMISSION REGULATION (EEC) No 3314/90 16 November 1990
Adapting to technical progress Council Regulation (EEC) No 3821/85 on recording equipment in road transport.

Introduced the requirement for marks in the chart indicating disconnection of the power or the speed signal.

COMMISSION REGULATION (EEC) No 3688/92 21 December 1992
Adapting to technical progress Council Regulation (EEC) No 3821/85 on recording equipment in road transport

Introduced the requirement for armoured speed sender cable.

COMMISSION REGULATION (EC) No 2479/95 25 October 1995
Adapting to technical progress Council Regulation (EEC) No 3821/85 on recording equipment in road transport.

Introduced the possibility of protecting the signal from the speed sender by methods other than armoured cable, e.g. signal encryption.

COMMISSION REGULATION (EC) No 1056/97 11 June 1997
Adapting to technical progress Council Regulation (EEC) No 3821/85 on recording equipment in road transport.

Deals with the fitting of armoured cable to small vehicles not originally designed for the fitting of tachographs.

Digital Amendments

These again are amendments to Regulation 3821/85

COUNCIL REGULATION (EC) No 2135/98 24 September 1998
Amending Regulation (EEC) No 3821/85 on recording equipment in road transport and Directive 88/599/EEC concerning the application of Regulations (EEC) No 3820/85 and (EEC) No 3821/85.

This regulation is the introduction of digital tachographs.

COMMISSION REGULATION (EC) No 1360/2002 13 June 2002
Adapting for the seventh time to technical progress Council Regulation (EEC) No 3821/85 on recording equipment in road transport. Annex 1B contains the technical specification.

This is the actual technical specification for digital tachographs.

COMMISSION REGULATION (EC) No 432/2004 5 March 2004
adapting for the eighth time to technical progress Council Regulation (EEC) No 3821/85 of 20 December 1985 on recording equipment in road transport

This contains some amendments to the technical specifications, mainly in Annex 1B

Drivers' Hours

COUNCIL REGULATION (EEC) No 3820/85 20 December 1985
On the harmonisation of certain social legislation relating to road transport

This is the 'Drivers' Hours' legislation.

Domestic Legislation

The relevant GB legislation is contained in Section 97 of the Transport Act 1968 (as amended), and supported, by:

- The Passenger and Goods Vehicles (Recording Equipment) Regulations 1979, SI 1979 No 1746 (as amended);
- The Passenger and Goods Vehicles (Recording Equipment) (Amendment) Regulations 1984, SI 1984 No 144;
- The Community Drivers' Hours and Recording Equipment Regulations 1986, SI 1986 No 1457;
- The Passenger and Goods Vehicles (Recording Equipment) (Amendment) Regulations 1986, SI 1986 No 2076;
- The Passenger and Goods Vehicles (Recording Equipment) (Approval of Fitters and Workshops) (Fees) Regulations 1986 SI 1986 No 2128 (as amended)
- The Passenger and Goods Vehicles (Recording Equipment) Regulations 1989, SI 1989 No 2121;
- The Passenger and Goods Vehicles (Recording Equipment) Regulations 1996, SI 1996 No 941.

Amongst other things, this legislation makes the Secretary of State for Transport the Competent Authority in Great Britain for approving tachograph centres and contains penalties for non-compliance with various aspects of the EC Regulations.

The Secretary of State is empowered to attach conditions to his approval of centres, which are the conditions laid down in this Manual.

The fees charged to tachograph centres are set by Regulation. The current fees are contained in Appendix K

Both EU and domestic legislation may be purchased from the Stationery Office, or through certain bookshops, and is available on the internet at the Stationery Office at **www.hmsso.gov.uk** or Europe Online [**<http://europa.eu.int/eur-lex/en>**].

Free booklets available from VOSA:

GV 262 ('Drivers Hours and Tachograph Rules for Goods Vehicles in the UK and Europe')

PSV 375 (Drivers' Hours and Tachograph Rules for Road Passenger Vehicles in the UK and Europe).

These explain the EU drivers' hours rules and the use of tachographs, and contain a list of exemptions from the EU Regulations.

Tachograph Centre Support Organisations, Approved Training Suppliers and Approved Tachograph Repairers

Tachograph centre support organisations operating in Great Britain
(In alphabetical order)

Siemens VDO Trading Limited

36 Gravelly Industrial Park
Birmingham
B24 8TA

Tel : 0121 326 1200
Fax: 0121 326 1299

Stoneridge Electronics Ltd

Charles Bowman Avenue
Claverhouse Industrial Park
Dundee
DD4 9UB

Tel : 0871 7007070
Fax: 08707 040002

Time Instruments Ltd

Acctim House
Jenna Way
Interchange Park
Newport Pagnall
MK16 9QJ

Tel: 01908 220020
Fax : 01908 220145

Volvo Trucks (Great Britain) Limited

Wedgnock Lane
Warwick
CV34 5YA

Tel: 01926 401777
Fax : 01926 490991

Approved Training Suppliers operating in Great Britain

(In alphabetical order)

Siemens VDO Trading Limited

36 Gravelly Industrial Park
Birmingham
B24 8TA

Tel : 0121 326 1200

Fax: 0121 326 1299

Stoneridge Electronics Ltd

Charles Bowman Avenue
Claverhouse Industrial Park
Dundee
DD4 9UB

Tel : 0871 7007070

Fax: 08707 040002

Time Instruments Ltd

Acctim House
Jenna Way
Interchange Park
Newport Pagnall
MK16 9QJ

Tel: 01908 220020

Fax : 01908 220145

Volvo Trucks (Great Britain) Limited

Wedgnock Lane
Warwick
CV34 5YA

Tel: 01926 401777

Fax : 01926 490991

Approved Tachograph Repairers

(In alphabetical order)

Note: Repairers can be approved for five different families:

- Family 1: Mechanical tachographs,
- Family 2(a): Electro-mechanical tachographs, pre - Reg 3314/90 diagnostic requirements
- Family 2(b): Electro-mechanical tachographs, post - Reg 3314/90 diagnostic requirements
- Family 3: Micro-processor based tachographs.
- Family 4: Modular Tachographs

BAT Tachographs

19a Park Road
Walsall
West Midlands
WS5 3JU

Tel: 07961 869413

Fax:

Seal No: GBD 03R

Approved to repair family 2(b) tachographs only.

Cannock Tachograph Centre

Unit 8C
Watling Street Business Park
Watling Street
Cannock
Staffs
WS11 9XG

Tel: 01543 379901

Fax : 01543 379902

Seal No: GBD 02R

Approved to repair family 2(b) tachographs only.

Gifford Tachograph Services Limited

Assured House
Perry Road,
Chequers Lane,
Dagenham
RM9 6QD

Tel: 0208 593 1550
Fax : 0208 596 9001

Seal No: GBN 01R Approved to repair: Family 2(b).

Instrument Repair Services

35 Radcliffe Road
West Bridgford
Nottingham
NG2 5FF

Tel: 0115 981 9988/8109
Fax : 0115 945 5358

Seal No: GBE 01R Approved to repair: Families 1, 2 (a), 2(b), 3 and 4.

Siemens VDO Trading Ltd

36 Gravelly Industrial Park
BIRMINGHAM
B24 8TA

Tel: 0121 326 1234
Fax: 0121 326 1299

Seal No: GBH 01R Approved to repair: Families 1, 2(a), 2(b), and 3.

Stoneridge Electronics Ltd

Charles Bowman Avenue
Claverhouse Industrial Park
Dundee
DD4 9UB

Tel: 0871 7007070
Fax : 08707 040002

Seal No: GBM 01R Approved to repair: Families 2(b).

Tachodisc Limited

19 Kingsland Grange
Woolston
Warrington

Tel: 01925 283306
Fax No: 01925 852203

Seal No: GBD 01R

Approved to repair: Families 2(a), 2(b) and 3.

Tacho-Serve Limited

43 Cliveland Street
Birmingham
B19 3SH

Tel: 0121 359 8199
Fax: 0121 359 7199

Seal No: GBA 01R

Approved to repair: Families 1, 2(a), 2(b), 3 and 4.

Appendix C

VOSA Intelligence Unit

Tachograph Centres should be aware that VOSA has a dedicated Intelligence Unit. One aspect of the units' work is to help maintain the standards and reputation of the Tachograph Calibration Scheme.

The Intelligence Unit provides national coverage via a network of regional Intelligence Officers. The Intelligence Officers should be told of any information which may lead to the successful targeting of vehicle operators/drivers or Tachograph Calibration Centre Nominated Personnel who are undermining road safety and/or the reputation of the Tachograph Calibration Scheme.

For example,
when you believe that operators/drivers have been fitting illegal devices, tampering with seals and settings tachograph centre staff not calibrating tachographs to the correct standards or procedures tachograph centre staff having convictions which have not been reported to VOSA.

VOSA need your help in maintaining the reputation of the Tachograph Calibration Scheme and road safety. If you have any information, contact the unit on the VOSA National Number:

0870 60 60 440

ALL calls and information will be treated in the strictest confidence

Appendix D

VOSA Headquarters Addresses

Policy Matters:	Traffic Enforcement Scheme Room 213, Berkeley House, Croydon Street, Bristol BS5 0DA	Telephone: 0117 954 3477
Operational Matters:	Tachograph Section Welcombe House, 91/92 The Strand, Swansea. SA1 2DH	Telephone: 01792 454250

VOSA Enforcement Areas

Area	Area Name	Address	Telephone:
1	Northern Scotland	Inverness GVTs, Longman Industrial Estate, Seaford Road, Inverness IV1 1RG	01463 235505
2	West & South West Scotland	Glasgow GVTs, Crosshill Road, Bishopbriggs, Glasgow G64 2QA	0141 772 3405
3	South East Scotland	Livingston GVTs, Grange Road, Houston Industrial Estate, Livingston EH54 5DE	01506 445200
4	Cumbria & Lancs	Carlisle GVTs, Brunthill Road, Kingstown Industrial Estate, Carlisle, CA3 0EH	01228 531751
5	Greater Manchester & Derbyshire	Chadderton Vehicle Test Station, Broadway Business Park, Broadgate, Chadderton, Oldham Manchester OL9 9XA	0161 947 1050
6	Merseyside, Cheshire	Liverpool GVTs, Stopgate Lane, Simonswood, Kirkby, Liverpool L33 4YA	0151 546 6854
7	Staffs & Shropshire	Stoke GVTs, Station Road, Cold Meece, Stone, Staffordshire ST15 0QP	01785 760152
8	Central & South West Midlands	Kidderminster GVTs, Worcester Road, Kidderminster DY11 7RD	01562 68173
9	Wales	Llantrisant GVTs, School Road, Miskin, Pontyclun, Mid-Glam, CF7 8YR	01443 224771
10	Bristol & Gloucester	Bristol GVTs, Ashton Vale Road, Ashton Gate, Bristol BS2 2JE	0117 966 2855
11	South West	Exeter GVTs, Grace Road, Marsh Barton Trading Estate, Exeter, EX2 8PH	01392 279564

12	Wessex	Southampton GVTs, Hillson Road, Bottings Trading Estate, Botley, Southampton. SO30 2DY	01489 790540
13	Southern Central	Mitcham GVTs, Redhouse Road, Croydon, Surrey CR0 3AQ	0208 665 5715
14	South East	Gillingham GVTs, Ambley Road, Gillingham, Kent ME8 0SJ	01634 372722
15	Metropolitan	Yeading GVTs, Willow Tree Lane, Yeading, Middlesex. UB4 9BS	0208 842 3230
16	Herts and Essex	Purfleet GVTs, Tank Hill Road, Purfleet, Essex RM16 1SX	01708 868229
17	East Anglia	Norwich GVTs, Jupiter Road, Hellesden, Norwich NR6 6SS	01603 408172
18	East Midlands	Leicester GVTs, 40 Cannock Street, Barkby, Thorpe Road, Leicester LE4 7HT	0116 276 6381
19	Lincs & Cambs	Peterborough GVTs, Saville Road, Westwood, Peterborough PE3 6TL	01733 263423
20	Notts & South Yorks	Sheffield GVTs, Orgreave Way, Handsworth, Sheffield S13 9LT	0114 269 2334
21	Humberside	Grimsby GVTs, Estate Road No 1, South Humberside Industrial Estate, Pyewipe, Grimsby, DN31 2TB	01472 242332
22	West & North Yorks	Leeds GVTs, Patrick Green, Woodlesford, Leeds, LS26 8HE	0113 282 1156
23	Tyne & Tees	Newcastle GVTs, Sandy Lane, Gosforth Newcastle Upon Tyne, NE3 5BH	0191 236 4286

Approved Equipment

The following equipment is approved by VOSA for the testing of tachographs.

Important note: VOSA does not accept any liability for any damage to test equipment caused by interconnecting with equipment of different manufacturers.

E1 - Vehicle Testing Equipment (roller test rig)

E1.1 Hartridge

- a) Tachograph Tester with slave rollers for double drive vehicles.

Identification numbers for roller frame and console for:-

- i. Equipment wholly manufactured by Hartridge: 52075-00
- ii. Hartridge modification to Clayton CT200 or CT400 Dynamometer: 52075-02
- iii. Hartridge 'lug-down' smoke tester roll frame and modification kit 5205600 and 5207502
- iv. All Hartridge units equipped for later conversion to Clayton Dynamometer 5207506

E1.2 IC Machines

- a) IC 2100 Test Rollers.

This system to be used in conjunction with the CD.3 Portable Drive Test Unit.

E1.3 Siemens VDO Trading Limited (previously known as VDO Kienzle Ltd)

Rolling Road System

(Note: no additional adapter necessary for non-rotating type transducers).

- a) 60730276 (Type 1601-21) Electronic Console with Measuring Rollers
- b) 60730277 Free Running Rollers

- c) 60730260 (Type 1601-26) Electronic Handset with Measuring rollers
- d) 60730277 Free Running Rollers
- e) 60730275 (Type 1601- 26) Electronic Handset Control of Hartridge
- f) Rolling Road as described in E1.1(a) to (d) above.

E1.4 Time Instruments

- a) CD.3 Tachograph Calibration System.

This system replaces the console of Hartridge rolling road as described in E1.1(a) to (d) above. This equipment is suitable for non-rotating sensors without additional equipment and is also approved for electronic tachograph testing.

E2 - Tachograph Instrument Portable Drive Testing Unit

Note: A tester for mechanical tachographs MUST be available in all centres.

The following are suitable for mechanical and electronic tachographs when used with a suitable sensor (except Motometer EGK100 tachographs):

E2.1 Siemens VDO Trading Limited (previously known as VDO Kienzle Ltd)

- a) 60730270 (Type 1601-25 Standard) Calibration Rig (Digital)
- b) 60730266 (Type 1601-25 Automatic)
- c) 60730348 (Type 1601-17) Calibration Rig (Digital)

E2.2 Stoneridge Electronics Ltd

(previously known as TVI Europe Ltd, and Veeder-Root Ltd)

- a) DA 7550 Tachograph Head Tester
- b) 7955-703 Tachograph Head Tester (Stiller ES3 or ES2/3)
- c) 7955-804 Tachograph Head Tester & Power Supply

E2.3 Time Instruments Ltd

- a) CVSP 82/01
- b) CVSP 180-00 Comprising CVSP 180-01
- c) CVSP 180-02
- d) TDU 100
- e) Motometer IPG 10 Portable Drive Test Unit
- f) CDP1 Used in conjunction with CD3 handset

The following are suitable (in place of the equipment listed on the previous page) for electronic tachographs only:

E2.4 Stoneridge Electronics Ltd

(previously known as TVI Europe Ltd, and Veeder-Root Ltd)

- a) 7955-775 8400 Programmer
- b) 7955-850 Tachograph Programmer (**Note:** this system is suitable for programming VR 8400, Kienzle 1314, 1318 & 1319 and MotoMeter EGK-100 tachographs)
- c) 7955-976 Tachograph Programmer MK II (**Note:** this system is suitable for programming VR 8400 & 2400, Kienzle 1314, 1318, 1319 & 1324 and MotoMeter EGK-100 tachographs)

E2.5 Time Instruments Ltd

- a) PROTAC (JAEGER) Identified by word "PROTAC" in display when switched on.
- b) CDP1 Used in conjunction with CD3 handset
- c) CD3

E2.6 Volvo

- a) 999 8208 HBG10 (Motometer EGK100 Tachographs only)

Note: Some of the above have a pre-programmed "test chart" which, whilst not strictly in accord with paragraph 7.1 (2), is fully acceptable.

E3 - CLOCK TESTER

E3.1 Siemens VDO Trading Limited

(previously known as VDO Kienzle Ltd)

- a) 60730319 TIMOSCOP
- b) 60730322 (Type 1602-13) Clock Tester

Note: Rolling roads in E1.3 (c) & (e) can include an approved clock tester. When installed, details are shown on the front case of the wall mounted Rolling Road Power Supply Interface).

E3.2 Stoneridge Electronics Ltd

(previously known as TVI Europe Ltd, and Veeder-Root Ltd)

- a) 7955 - 805 Timometer 4500
- b) 7955 - 976 Tachograph programmer MK II

E3.3 Time Instruments Ltd

- a) B 200 Vibrograph
- b) Motometer UPG10 Clock Tester

E3.4 Volvo

- a) 999 8208 - HBG10 - Approved for Motometer EGK100 Tachographs only.

E4 - Optical Record Sheet (Chart) Analyser

E4.1 Siemens VDO Trading Limited

(previously known as VDO Kienzle Ltd)

- a) 60754002 (Type 1612-02) Early model
- b) 60754016 (Type 1612-50) Current Model
- c) 60754019 (Type 1612-53) Magnifier for 60754016

E4.2 Stoneridge Electronics Ltd

(previously known as TVI Europe Ltd, and Veeder-Root Ltd)

- a) With Monocular Amplifier
- b) With illuminated Magnifier

E4.3 Time Instruments Ltd

- a) CVSP 110
- b) CV 170137/3
- c) TMA11 (TYPE 1612 -80)

E4.4 Mr Tachograph

- a) OCR -001 tachograph analyser
- b) OCR-002 tachograph analyser

E5 - Turns Counter for use with Linear Track

E5.1 Siemens VDO Trading Limited

(previously known as VDO Kienzle Ltd)

- a) 60730196 (Type 1162-00) Mechanical Turns Counter
- b) 60730743 (Type HTC 1602-19) Hand Test Computer

E5.2 Stoneridge Electronics Ltd

(previously known as TVI Europe Ltd, and Veeder-Root Ltd)

- a) 7955-010 Mechanical Counter
- b) KD 1669
- c) KC 1669

E5.3 Time Instruments Ltd

- a) DTC-01 Comprising DTC 02 and DTC 03
- b) TC 1

Alternatively, any pulse counter listed at item E7 may be used in conjunction with a normal electronic tachograph sender unit. The result in pulses/km must be divided by the number of poles in the sender unit to convert to rev/km.

E6 - Adapter for Electronic Sender Units

E6.1 Hartridge

- a) ETAC With suitable connection leads 5227002 for use with Hartridge tachograph tester as per item E1.1 (a)

E6.2 Stoneridge Electronics Ltd

(previously known as TVI Europe Ltd, and Veeder-Root Ltd)

- a) 7055-745 Pulse Counter Calibrator.
- b) 7955-775 8400 Programmer.
- c) 7955-850 Tachograph Programmer.

E6.3 Time Instruments Ltd

- a) PROTAC (JAEGER) Identified by word "PROTAC" in display when switched on.
- b) CD3

E6.4 Volvo

- a) 999 8208 - HBG 10 -Approved for use with Motometer EGK100 tachographs only.

E7 - Pulse Counter for use with Linear Track

E7.1 Siemens VDO Trading Limited

(previously known as VDO Kienzle Ltd)

- a) 60730346 (Type 1602-10) W-K Tester
- b) 60730743 HTC (Type 1602-19) Hand Test Computer
- c) 60730267 (Type 1602-04) Mobile Test Computer "Automatic"
(Electronic turns counter for measuring mechanical turns or electronic impulses automatically)
- d) 60730269 (Type 1602.04) Mobile Test Computer "Manual"
(As for E7.1 (c) above but by manual measurement)

E7.2 Stoneridge Electronics Ltd

(previously known as TVI Europe Ltd, and Veeder-Root Ltd)

- a. Pulse Counter Calibrator with:
- b. Flexy Probe Switch
- c. 8400 Programmer
- d. Tachograph Programmer
- e. Tachograph Programmer MK II

E7.3 Time Instruments Ltd

- a) PROTAC (JAEGER) Identified by word "PROTAC" in display when switched on.

E7.4 Volvo

- a) 999 8208 HBG 10 Approved for use on Motometer EGK100
Tachographs only

Test Equipment Calibration / Conformance checks

Items E1, E2, E3, E6 and E7 must be re-calibrated/re-certified every 6 months (see Section 4.4 paragraphs (d)).

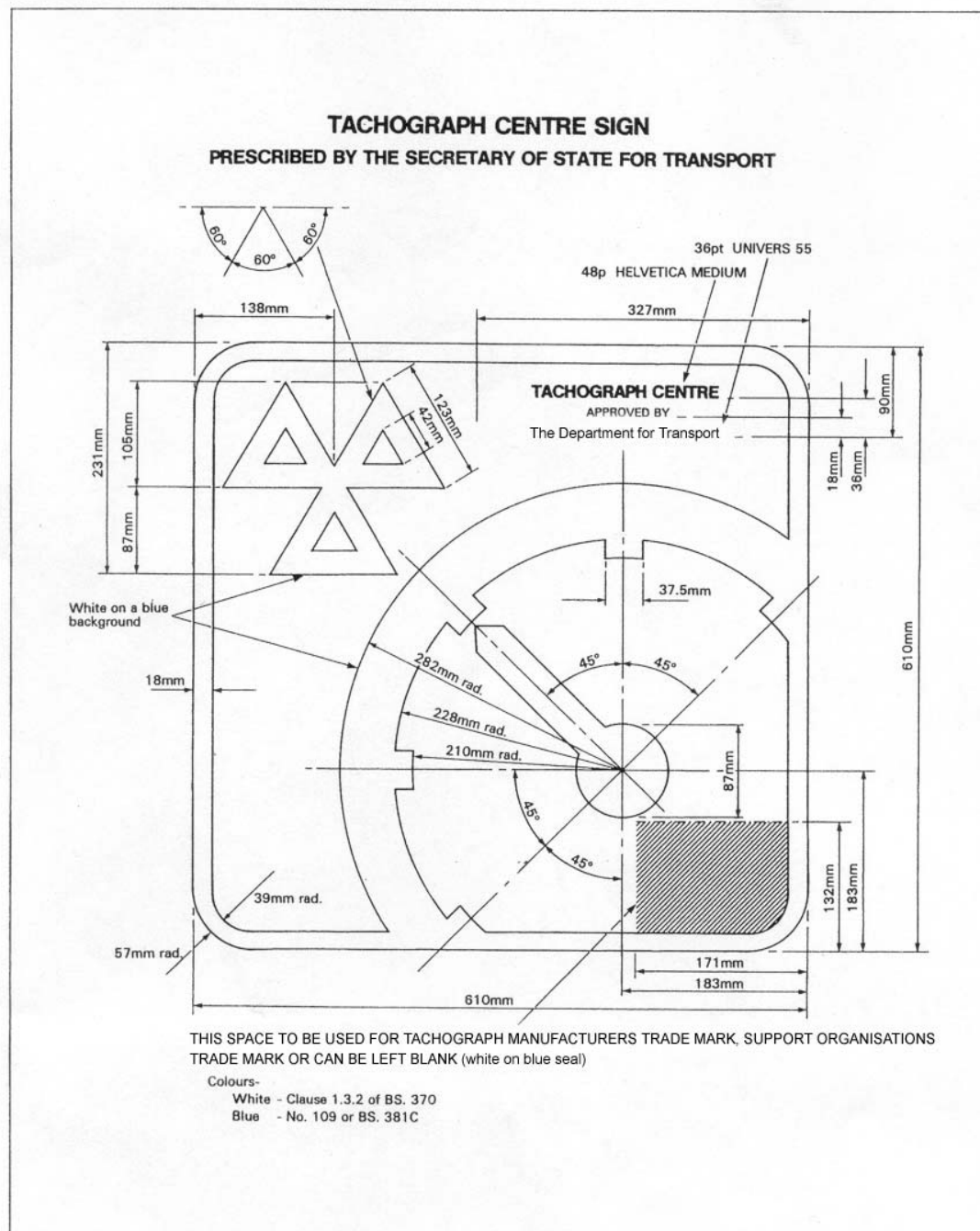
Item E5 must be re-calibrated or have a certificate of fitness for purpose issued every 12 months (see Section 4.4 paragraphs (e)).

A current certificate must be held at the approved premises and made available for inspection at the request of a VOSA Examiner.

Calibration certificates may be issued at any time during the 6th or 12th month (e.g. an item calibrated initially in January would require re-calibration/re-certification in July and January each year even if the gap between actual calibration dates may sometimes exceed 6 months).

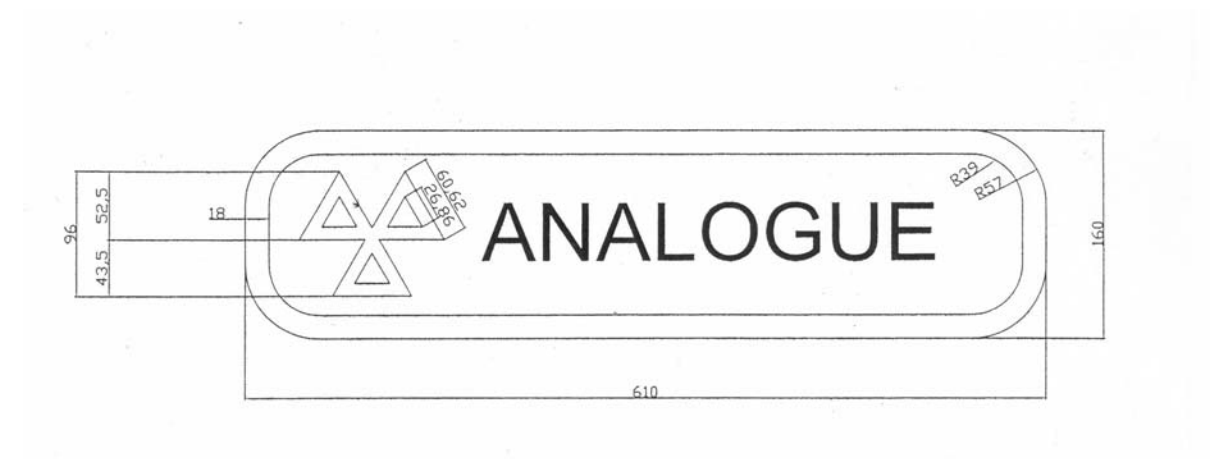
Tachograph centre sign

Prescribed by the Secretary of State for Transport

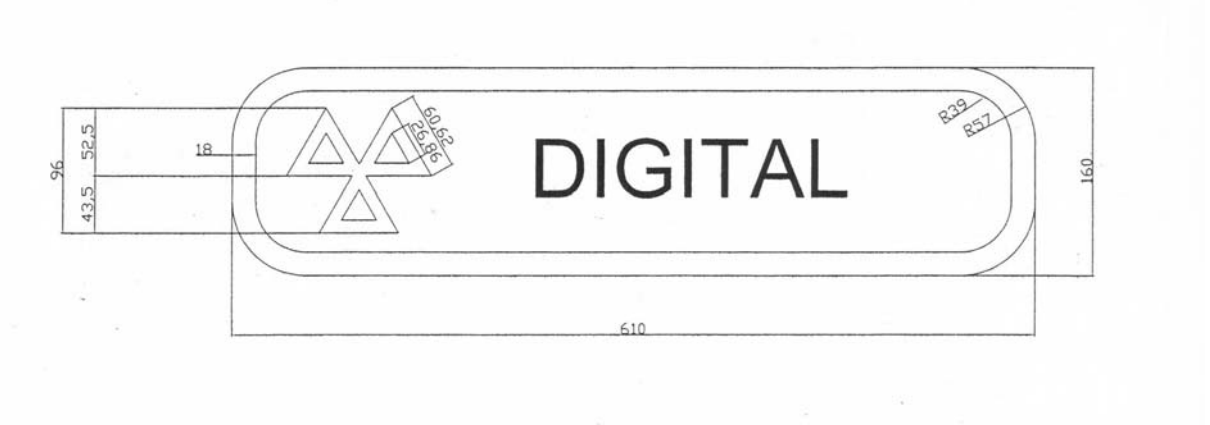


In addition to the previous sign each Centre must also display the sign(s) set out below relevant to the class(es) of their Approval. (See Section 4.3 paragraph (e))

1. For Centres approved to conduct work on Analogue tachograph systems



2. For Centres approved to conduct work on Digital tachograph systems



Acceptable Tolerances

Analogue Tachographs

The following tolerances must be complied with:

	Distance (over 1km)	Speed	Time
Bench test	+/- 1%	+/- 3 km/h	2mins / day or 10 mins per week
On Installation	+/- 2%	+/- 4 km/h	2mins / day or 10 mins per week
In use	+/- 4%	+/- 6 km/h	2mins / day or 10 mins per week

Digital Tachographs

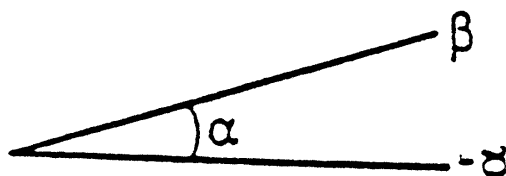
	Distance (over 1km)	Speed	Time
Before Installation (Bench test)	+/- 1%	n/a	+/- 2 seconds per day
On Installation & Periodic Inspection	+/- 2%	+/- 1kph	+/- 2 seconds per day
In use	+/- 4%	+/- 6 km/h	+/- 2 seconds per day

Markings on Labels, Record Sheets and Plaques

Analogue Tachographs

Descriptive Label - Tachograph Head - 'e' marked - (Annex 1 of Regulation (EC) No 3821/85 refers). This label must be "built in" to the equipment, either on the exterior or inside the case, where it is easily accessible. It shall show the following information:-

- Name and address of the manufacturer of the equipment.
- Manufacturer's number and year of construction.
- Approval mark for the equipment type.
- The constant of the equipment given in the form
- $k = \dots\dots\dots \text{rev/km}$ or $k = \dots\dots\dots \text{imp/km}$ (* **see note below**).
- The range of speedometer measurement in the form $V \text{ min} \dots\dots \text{km/h}$. $V \text{ max} \dots\dots \text{km/h}$ if not shown on the instrument face.
- The sensitivity of the instrument to the angle of inclination if this can affect the readings, in the form:



Note: For electrically sensed tachographs the 'K' is normally displayed on a separate plaque.

Information Printed on Tachograph Charts - (Annex 1 of Regulation (EC) No 3821/85 refers:-

- Name and address or trade name of the manufacturer.
- Approval mark for the chart.
- Approval mark for the type of types of equipment in which the chart may be used.
- Upper limit of the speed range printed in km/h.

- A time-scale graduated in intervals of 15 minutes, 5 minute intervals may be easily determined.

Information Printed on the Installation Plaque - (Annex 1 of Regulation (EC) No 3821/85 refers unless otherwise shown). (NOTE - This plaque must be renewed after a 6 Yearly Check):-

- Seal marking, (UK Requirement).
- Name, or trade name, and address of the workshop.
- Characteristic coefficient of the vehicle expressed as
'w' = rev/km or 'w' =imp/km.
- Effective circumference of the tyres which drive the tachograph expressed as 'l'
= mm.
- The date on which 'l' and 'w' were measured.

Digital Tachographs

Descriptive Plaques

This label must be affixed to the equipment, either on the exterior or inside the case, where it is easily accessible. It shall show the following information:-

- Name and address of the manufacturer of the equipment.
- Manufacturer's part number and year of manufacture of equipment.
- Equipment Serial Number
- Approval mark ('e' marking) for the equipment type.

Where physical space prevents the above information being shown then the plaque must contain at least the Manufacturers name and the equipment part number.

Information Printed on the Installation Plaque - (Annex 1B of Regulation (EC) No 3821/85 refers unless otherwise shown).

- Seal mark of Approved Tachograph Centre conduction work, (UK Requirement).
- Name, or trade name, and address of the workshop.

- Characteristic coefficient of the vehicle expressed as
'w' = rev/km or 'w' =imp/km.
- Constant of the recording equipment in the form 'k' = imp/km".
- Effective circumference of the tyres which drive the tachograph expressed as 'l'
= mm.
- Tyre size
- The date on which 'l' and 'w' were measured.
- Vehicle Identification Number.

Sealing of the Tachograph Drive System

Analogue Tachographs

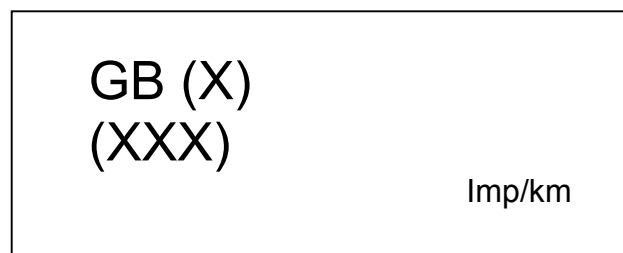
Annex 1 of Regulation (EC) No 3821/85 refers:-

1. Sealing shall be carried out by the Centre after completion of the installation, inspection or repair work, at the specified individual points on the tachograph drive train. The seals shall be marked with the special mark allocated to the Centre upon authorisation.
2. The following parts of the drive system must be sealed:
 - a) The installation plaque - unless it cannot be removed without destroying the information printed on it.
 - b) The 2 ends of the link between the tachograph head and the vehicle.
 - c) The adapter gearbox and its point of insertion into the drive train.
 - d) The 2-speed corrector mechanism for vehicle with 2 or more axle ratios.
 - e) The links joining the adapter gearbox and 2 speed corrector mechanism with the rest of the equipment.
 - f) The casings protecting the internals of the tachograph head from misuse, dirt and damp.
 - g) Between any 2 components of the tachograph installation which, if separated from each other, will give access to parts which affect the satisfactory operation of the tachograph.
3. The seals mentioned at (f) above may only be fitted by the tachograph manufacturer or an approved repairer, in which case they need not be replaced by tachograph centre seals at an initial calibration or 6 yearly inspection.
4. A seal installed by an approved manufacturer between the tachograph head and drive/signal cable need not be replaced at Initial Calibration.

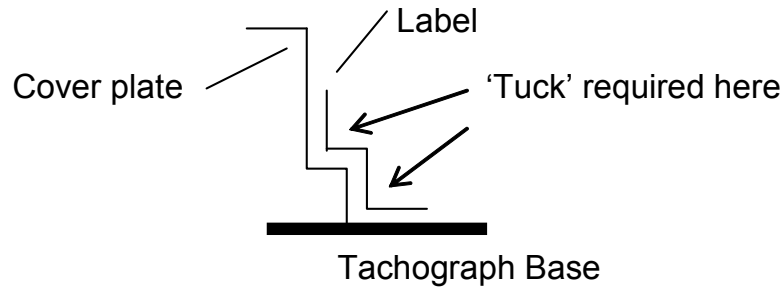
5. Centres are reminded that if the speed signal for a Road Speed Limiter System is taken as an output from the tachograph, the point of exit from the tachograph will require to be sealed so as to be tamperproof.

In addition, the following procedure should be adopted when conducting any work on tachographs.

- 1) Check to see if tachograph system is fitted with “encrypted” signal protection. If so, no further action is required. If no “encrypted” signal protection is present, and/or the tachograph is fitted with armoured cable please conduct the following procedure.
- 2) Check the rear cover plate which is used to secure the power and signal cable plugs which are inserted into the rear of the tachograph head. If no sealing label has been previously fitted, or the fitted seal is no longer intact, conduct check on integrity of system and then seal, or re-seal, as follows.
 - a) Seal cover plate in normal manner using the embossed red seal.
 - b) Cross through the “Imp/km” marking and enter the tachograph centre Seal number in similar style to that shown in Appendix L of this manual.



- c) Affix white label vertically so that it is affixed to both the side of the cover plate and the base of the tachograph head. Ensure that label is ‘tucked’ over lip to ensure a good seal.



- d) Complete sealing process by covering the white label with normal clear self adhesive plastic cover.

Digital Tachographs

Annex 1B of Regulation (EC) No 3821/85 refers:-

1. Sealing shall be carried out by the Centre after completion of the installation, inspection, calibration or repair of the tachograph system. The seals shall be marked with the special mark allocated to the Centre upon authorisation.
2. The sealing shall take place at;
 - a) any connection which, if disconnected, would cause undetectable alterations to be made, or undetectable data to be lost, and
 - b) the installation plaque, unless it is attached in such a way that it cannot be removed without the marking thereon being destroyed.
3. Centres are reminded that if the speed signal for a Road Speed Limiter System is taken as an output from the tachograph, the point of exit from the tachograph will require to be sealed so as to be tamperproof.

The seals shall be marked with the special mark allocated to the Centre upon approval.

Tachograph Seal Marks

1. Approved Seal Marks in the UK

Each approved tachograph centre is allocated a unique seal mark. Marks are also allocated to some UK vehicle manufacturers and to approved repairers for sealing tachograph casings. A tachograph centre must not use a mark other than the one allocated to it. Details of all approved marks are in the list of “**Approved Tachograph (Calibration) Centres**” available from the **Vehicle & Operator Services Agency**, or on-line at www.vosa.gov.uk

2. Approved Marks in Other Member States

The EC Tachograph Regulation requires the authorities of Member States to send each other their list of approved workshops and copies of the marks used. In practice, this information is not sent regularly and the cost of keeping an up to date list covering the whole of the EC would be out of proportion to the benefits gained. Where there is serious reason to doubt the validity of marks apparently applied overseas, seek advice from VOSA.

Calibration and Inspection Fees Chargeable by Approved Tachograph Centres (effective from 1st January 2005).

ANALOGUE SYSTEMS

Calibration Fee

The maximum fee which may be charged by an approved workshop for the calibration and sealing of a complete tachograph system in a vehicle, in accordance with the procedures set out in this Manual:

£ 44.00 (plus VAT)

This fee includes the provision of seals, wire and parts/labour for performing the basic procedure.

2 Yearly Inspection Fee

The maximum fee which may be charged by an approved workshop for the periodic inspection of a complete tachograph system in a vehicle, in accordance with the procedures set out in this Manual:

£ 30.00 (plus VAT)

This fee includes the provision of seals, wire and parts/labour for performing the basic procedure.

6 Yearly Inspection Fee

The maximum fee which may be charged by an approved workshop for the 6 yearly inspection of a complete tachograph system in a vehicle, in accordance with the procedures set out in this Manual:

£ 44.00 (plus VAT)

This fee includes the provision of seals, wire and parts/labour for performing the basic procedure.

Additional Materials, Parts or Adjustments

The charge for any work carried out in addition to the above is a commercial matter, and chargeable at commercial rates.

Calibration and Inspection Fees Chargeable by Approved Tachograph Centres (effective from 1st January 2005).

DIGITAL SYSTEMS

Calibration Fee

The maximum fee which may be charged by an approved workshop for the calibration and sealing of a complete tachograph system in a vehicle, in accordance with the procedures set out in this Manual:

£ (To be confirmed)

This fee includes the provision of seals, wire and parts/labour for performing the basic procedure.

Periodic Inspection Fee

The maximum fee which may be charged by an approved workshop for the 6 yearly inspection of a complete tachograph system in a vehicle, in accordance with the procedures set out in this Manual:

£ (To be confirmed)

This fee includes the provision of seals, wire and parts/labour for performing the basic procedure.

Decommissioning Fee

The maximum fee which may be charged by an approved workshop for the decommissioning of a digital tachograph vehicle unit, in accordance with the procedures set out in this Manual:

£ (To be confirmed)

This fee includes the provision of supplying a copy of any un-downloaded data to the vehicle operator.

Additional Materials, Parts or Adjustments

The charge for any work carried out in addition to the above is a commercial matter, and chargeable at commercial rates.

Approved Tachograph Centre Approval Fees charged by VOSA

With effect from 30th August 2004.

(Not subject to VAT)

Issue of Approval

The fee charged for initial approval and/or changes to an approval involving a change of address or major structural / layout changes to an existing site:

£ 275.00

Renewal of Approval

The fee charged for the annual renewal of approval:

£ 112.00

Security of Tachograph Calibration Switches

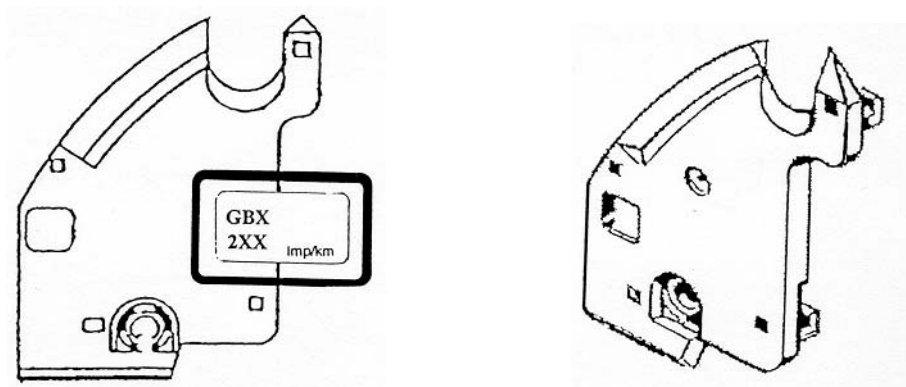
Analogue Tachographs

The tamper proof calibration (DIL) switch covers listed below have been designed to improve the security of their respective tachographs and are acceptable to the Department for Transport and VOSA.

Note: The illustrations below show the position that the additional 'K' factor plaque which **must** be fitted every time a DIL switch cover is refitted and sealed, this additional plaque must not impede movement of the styli or cover the seal fitted or access port.

Kienzle 1318 Tachograph Calibration Switch Sealing Cover.

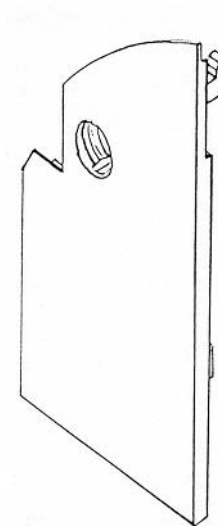
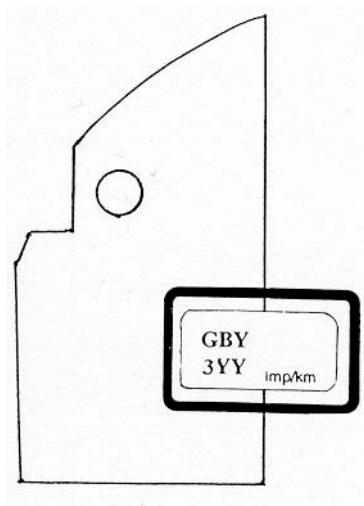
Part Number 60755795 - Calibration Switch Sealing Cover Type 'B' without membrane



Any other DIL Switch covers (which do not contain the cut out section or tamperproof edges) that are found to be fitted should be removed and replaced with the above.

TVI Europe Ltd - 8300 and 8400 Tachograph Calibration Switch Sealing Cover

Part Number – 6953-156 -Calibration Switch Sealing Cover – black



Any other DIL Switch covers (which includes the clear plastic covers) that are found to be fitted should be removed and replaced with the above.