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

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

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19 **Contents**

20	0	Introduction	5
21	1	Scope	7
22	1.1	Application	7
23	2	Normative references	7
24	3	Terms and definitions	8
25	4	Context of the organization	13
26	4.1	Understanding of the organization and its context	13
27	4.2	Understanding the needs and expectations of interested parties	13
28	4.3	Determining the scope of the management system	13
29	4.4	RTS management system	14
30	5	Leadership	14
31	5.1	General	14
32	5.2	Management commitment	14
33	5.3	Policy	15
34	5.4	Organizational roles, responsibilities and authorities	15
35	6	Planning	15
36	6.1	General	15
37	6.2	Actions to address risks and opportunities	15
38	6.3	RTS performance factors	16
39	6.4	RTS objectives and plans to achieve them	17
40	7	Support	17
41	7.1	Coordination	17
42	7.2	Resources	17
43	7.3	Competence	18
44	7.4	Awareness	18
45	7.5	Communication and Promotion	18
46	7.6	Documented information	18
47	7.6.1	General	18
48	7.6.2	Create and update	19
49	7.6.3	Control of documented Information	19
50	8	Operation	19
51	8.1	Operational planning and control	19
52	8.2	Emergency preparedness and response	20
53	9	Performance Evaluation	20
54	9.1	Monitoring, measurement, analysis and evaluation	20
55	9.2	Road traffic crash and other incident investigation	20
56	9.3	Internal Audit	21
57	9.4	Management review	21
58	10	Improvement	22
59	10.1	Nonconformity and corrective action	22
60	10.2	Continual improvement	22
61			
62		Annex A (informative) - Guidance on the use of this International Standard	
63	A.1	Introduction	23
64	A.2	Normative references	24
65	A.3	Terms and Definitions	24
66	A.4	Context of the organization	24

67	A.4.1	Understanding of the organization and its context	25
68	A.4.2	Understanding the needs and expectations of interested parties	26
69	A.4.3	Determining the scope of the management system	26
70	A.4.4	RTS Management System	26
71	A.5	Leadership	26
72	A.5.1	General	26
73	A.5.2	Management commitment	26
74	A.5.3	Policy	26
75	A.5.4	Organizational roles, responsibilities and authorities	27
76	A.6	Planning	27
77	A.6.1	General	27
78	A.6.2	Actions to address risks and opportunities	27
79	A.6.3	RTS Performance Factors	27
80	A.6.4	RTS objectives and plans to achieve them	29
81	A.7	Support.....	30
82	A.7.1	Coordination	30
83	A.7.2	Resources	30
84	A.7.3	Competence and A.7.4 Awareness.....	30
85	A.7.5	Communication and promotion	30
86	A.7.6	Documented information.....	31
87	A.8.	Operation.....	31
88	A.8.1	Operational planning and control.....	31
89	A.8.2	Emergency Preparedness and Response	31
90	A.9	Performance evaluation.....	31
91	A.9.1	Monitoring, measurement, analysis and evaluation.....	31
92	A.9.2	Road traffic crash and other incident investigation	31
93	A.9.3	Internal audit.....	32
94	A.9.4	Management Review	32
95	A.10	Improvement	32
96	A.11	Different organizational contexts and RTS performance factors.....	32
97	Annex B (informative) - International work relating to road traffic safety management		
98	frameworks		35
99	Annex C (informative)–Correspondence between ISO 39001:20XX, ISO 9001:2008 and ISO		
100	14001:2004		39
101	Bibliography.....		43

103 Foreword

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

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

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

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117 ISO 39001 was prepared by Technical Committee ISO/PC 241, *Road Traffic Safety management systems*

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118 0. Introduction

119 Road traffic safety (RTS) is a global concern. It is estimated that around 1.3 million people are killed and
120 50 million injured on roads around the world each year and that this level is rising [10]. The socio-
121 economic and health impacts are substantial.

122 This International Standard focuses on the requirements for an RTS management system. It provides a
123 tool to help organizations reduce, and ultimately eliminate, the incidence and risk of death and serious
124 injury related to road traffic crashes. This focus can result in a more cost effective use of the road traffic
125 system.

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

128 NOTE: for a description of the range of general categories of RTS results see Annex B.

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

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

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

- 139 - RTS outcomes at levels that are beyond compliance in a given jurisdiction
- 140 - their own objectives, and, at the same time, contribute to the achievement of societal goals

141 The management system specified in this International Standard focuses the organization on its RTS
142 targets and objectives and guides the planning of activities that will realise these goals by using a Safe
143 System approach to RTS. Annex B of this International Standard outlines the 'Safe System' approach to
144 RTS and work conducted by certain international organizations. It describes a framework for good practice
145 RTS management and their alignment with this International Standard.

146 This International Standard specifies the requirements for a comprehensive RTS management system.

147 This International Standard requires that the organization develops, implements and maintains procedures
148 and processes as part of an RTS management system that can be integrated into the organization's:

- 149 • overall governance
- 150 • strategy and planning
- 151 • management
- 152 • reporting procedures
- 153 • policies
- 154 • values (beliefs and attitudes)
- 155 • culture
- 156 • legal compliance

157 The RTS Management System can be integrated into, or made compatible with, other management
158 systems within the organization.

159 This International Standard promotes the use of an iterative (plan, do, check, act) process approach that
160 will guide the organization towards delivery of the RTS results. A model of a process RTS management
161 system that illustrates the linkages presented in Clauses 4 to 10 is shown in Figure A.1 in Annex A.

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162 Road traffic safety (RTS) management systems – Requirements with 163 guidance for use

164

165 1 Scope

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

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

173 1.1 Application

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

- 176 a) establish, implement, maintain and improve an RTS management system
- 177 b) assure itself of conformity with its stated RTS policy
- 178 c) demonstrate conformity with this International Standard.

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

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

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

188 All requirements of this International Standard are generic.

189 The extent of the application depends on factors such as the RTS policy of the organization and the
190 nature of its activities.

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

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

197 2 Normative references

198 This international standard is a "stand alone standard" meaning that no additional references are
199 necessary for its use and implementation.

200 3 Terms and definitions

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

202 T.1 terms related to “plan”

203 T.1.1

204 **organization**

205 person or group of people that has its own functions with responsibilities, authorities and relationships to
206 achieve its **objectives** (T.1.4)

207 NOTE The concept of organization includes, but is not limited to sole-trader, company, corporation,
208 firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether
209 incorporated or not, public or private.

210 T.1.2

211 **risk**

212 effect of uncertainty on **objectives** (T.1.4)

213 NOTE 1 An effect is a deviation from the expected — positive and/or negative.

214 NOTE 2 Objectives can relate to different disciplines (such as financial, health and safety, and
215 environmental goals) and can apply at different levels (such as strategic, organization-wide, project,
216 product and **process** (T.2.2)). An objective can be expressed in other ways, e.g. as an intended outcome,
217 a purpose, an operational criterion, as an RTS objective or by the use of other words with similar meaning
218 (e.g. aim, goal, or target).

219 NOTE 3 Risk is often characterized by reference to potential **events** (Guide 73, 3.5.1.3) and
220 **consequences** (Guide 73, 3.6.1.3), or a combination of these. In this International Standard, RTS-related risk
221 refers to crashes (events) and death and serious injuries (consequences).

222 NOTE 4 Risk is often expressed in terms of a combination of the consequences of an event (including
223 changes in circumstances) and the associated **likelihood** (Guide 73, 3.6.1.1) of occurrence.

224 NOTE 5 Uncertainty is the state, even partial, of efficiency of information related to, understanding or
225 knowledge of, an event, its consequence, or likelihood.

226 NOTE 6 In the context of RTS management system standards, RTS objectives are set by the
227 organization, consistent with the RTS policy, to achieve specific results. When applying the term risk and
228 components of risk management, this should be related to the objectives of the organization that include,
229 but are not limited to the RTS objectives as specified in 6.2 of the common MSS (management system
230 standard) text.

231 T.1.3

232 **policy**

233 intentions and direction of an **organization** (T.1.1) as formally expressed by its **top management** (T.1.5)

234 NOTE The RTS policy provides a framework for action and for the setting of **objectives** (T.1.4) and
235 **RTS targets** (T.5.13)

236 T.1.4

237 **objective**

238 result to be achieved

239 NOTE 1 An objective can be strategic, tactical, or operational.

240 NOTE 2 An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an
241 operational criterion, as an RTS objective or by the use of other words with similar meaning (e.g. aim,
242 goal, or target).

243 T.1.5

244 **top management**

245 person or group of people who directs and controls an **organization** (T.1.1) at the highest level

246 NOTE 1 Top management has the power to delegate authority and provide resources within the
247 organization.

248 NOTE 2 An organization can for this purpose be identified by reference to the scope of the
249 implementation of a **management system** (T.2.1).

250 T.1.6

251 **interested party** (preferred term)

252 **stakeholder** (admitted term)

253 person or group of people that holds a view that can affect the **organization** (T.1.1)

254 NOTE Interested parties can be employees, contractors, suppliers, customers

255 T.1.7

256 **requirement**

257 obligatory need or expectation that is stated or implied

258 T.1.8

259 **commitment**

260 level of work, dedication and loyalty given to a management system

261 T.2 Terms related to “do”

262 T.2.1

263 **management system**

264 set of interrelated or interacting elements of an **organization** (T.1.1) to establish **policies** (T.1.3) and
265 **objectives** (T.1.4), and **processes** (T.2.2) to achieve those objectives

266 NOTE 1 A management system can address a single discipline or several disciplines.

267 NOTE 2 The system elements include the organization’s structure, roles and responsibilities, planning,
268 operation, etc.

269 NOTE 3 The scope of a management system may include the whole of the organization, specific and
270 identified functions of the organization, specific and identified sections of the organization, or one or more
271 functions across a group of organizations.

272 T.2.2

273 **process**

274 set of interrelated or interacting activities which transforms inputs into outputs

275 T.2.3

276 **competence**

277 ability to apply knowledge and skills to achieve intended results

278 T.2.4

279 **documented information**

280 information required to be controlled and maintained by an **organization** (T.1.1)

281 NOTE 1 Documented information can be in any format and media and from any source.

282 NOTE 2 Documented information can, e.g., refer to
283 – the **management system** (T.2.1), including related processes;
284 – information created in order for the organization to operate;
285 – evidence of results achieved.

286 **T.2.5**
287 **performance**
288 measurable result

289 NOTE 1 Performance can relate either to quantitative or qualitative findings.

290 NOTE 2 Performance can relate to the management of activities, **processes** (T.2.2), products (including
291 services), systems or **organizations** (T.1.1).

292 **T.2.6**
293 **outsource** (verb)
294 make an arrangement where an external **organization** (T.1.1) performs part of an organization's function
295 or **process** (T.2.2)

296 NOTE An external organization is outside the scope of the **management system** (T.2.1.), although
297 the outsourced function or process is within the scope.

298 **T.2.7**
299 **procedure**
300 specified way to carry out an activity or a process.

301 **T.3 Terms related to “check”**

302 **T.3.1**
303 **monitoring**
304 determining the status of a system, a **process** (T.2.2) or an activity

305 NOTE To determine the status there may be a need to check, supervise or critically observe.

306 T.3.2
307 **measurement**
308 **process** (T.2.2) to determine a value

309 **T.3.3**
310 **audit**
311 systematic, independent and documented **process** (T.2.2) for obtaining audit evidence and evaluating it
312 objectively to determine the extent to which the audit criteria are fulfilled

313 NOTE 1 An audit can be an internal audit (first party) or an external audit (second party or third party),
314 and it can be a combined audit (combining two or more disciplines).

315 NOTE 2 “Audit evidence” and “audit criteria” are defined in ISO 19011.

316 **T.3.4**
317 **effectiveness**
318 extent to which planned activities are realized and planned results achieved