



UNHCR
The UN Refugee Agency

STANDARD REQUIREMENTS FOR OPERATING UNHCR'S LAND MOTOR VEHICLES: **PARTNER ORGANIZATIONS**

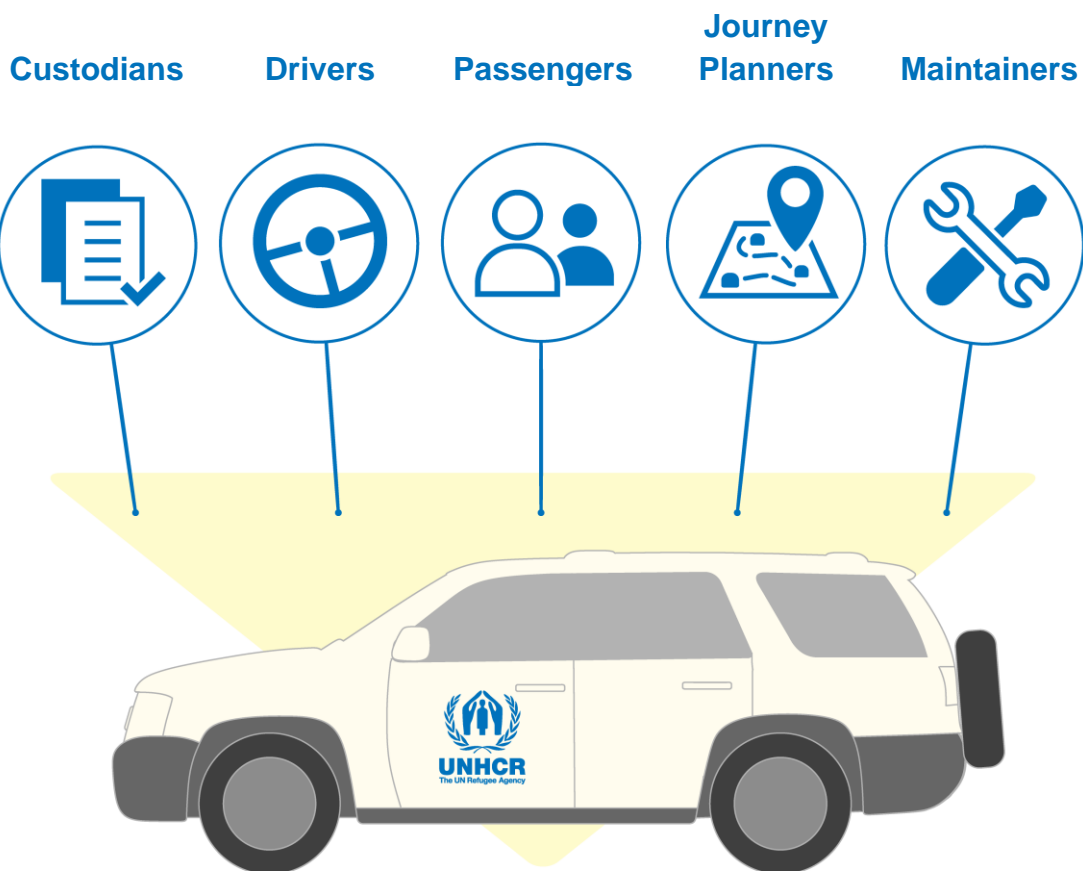




Photo: Interactions of vehicles with pedestrians in Uganda, 2022. ©UNHCR/Carlos Roberto Gomez Shedden

Introduction

This document stipulates the standard requirements that partner staff need to follow when using UNHCR land motor vehicles to ensure safety, responsible behavior, and compliance with regulations. UNHCR provides partners with land motor vehicles on loan through the right of use conditions in the project workplan contract's [Areas of Specialization](#) or, for non-standard agreements, through a separate Right of Use Agreement. UNHCR retains the control and ownership of these land motor vehicles under right of use, and the partner agrees, during the right of use period, to adhere to all the standard requirements outlined in this document.

Scope

This set of standard requirements applies to all partner drivers authorized for driving UNHCR land motor vehicles, as well as all passengers, custodians, journey planners, and personnel overseeing vehicle conditions. UNHCR requests that these standards are adhered to by all partners with UNHCR vehicles through right of use conditions.

Rationale

Correct utilization of land motor vehicles is fundamental for preventing traffic crash injuries, fatalities, and damages to UNHCR assets. It is also important for ensuring rational fuel consumption and protection of the environment. Therefore, in order to ensure that UNHCR's land motor vehicles are used safely, efficiently, and professionally by partners, it is necessary to establish clear standards for partners on how to use them.

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Definitions

Custodian:	is a person/entity to whom/which the asset is assigned to, who takes responsibility for taking care of or protecting it.
Daytime running lights:	is a lighting system that turns on some front lights specially design to increase the vehicles' visibility during the day.
Defensive driving:	is the application of techniques for identifying hazards, interacting properly with the other road users, and reducing the risk of traffic crashes.
Driver:	is any person authorized to drive UNHCR land motor vehicles.
High visibility garments:	clothing made of two types of materials: fluorescent materials to increase visibility during the day and retroreflective materials to increase visibility during the night. .
Land Motor Vehicle:	is a motorized machine utilized for the purpose of carrying people or items over land. The category comprises light/soft skin vehicles (LV/SV), motorcycles, large trucks, buses, emergency vehicles, armored vehicles (AV) and others.
Stop work authority:	is the authority granted to any Partner employee to stop working or to prevent their colleagues from working further if they identify a safety concern or an unsafe situation, regardless of their job position.
Telematic device:	is an instrument that tracks the vehicle position, conducts engine diagnosis, and/or monitors driver behaviors. Examples of telematics include the Vehicle Tracking System (VTS) currently installed in most of UNHCR vehicles and Artificial-Intelligence based camera systems.
Vehicle modifications:	is the alteration of the original characteristics of the vehicles.



Rules for custodians

Partner custodians:



Ensure logos appear on land motor vehicles in accordance with the [UNHCR's vehicle visibility guide](#) carrying a message saying that the vehicle was provided by UNHCR.



Ensure the Right of Use of UNHCR Assets section of the [Areas of Specialization](#) is understood by all managers including those responsible for managing vehicles.



Ensure compliance with the relevant paragraphs of the Right of Use of UNHCR Assets section of the [Areas of Specialization](#).



Grant authorization to drive UNHCR vehicles only to persons holding a formal contract with the Partner organization and a valid driver license for the corresponding vehicle category. Besides, the Partner custodian ensures that vehicles are operated only by persons who meet minimum requirements as determined by the United Nations Country Team (UNCT).



Provide, to UNHCR Programme, the list of their authorized Partner drivers following the format indicated in the [UNHCR road safety management guidance for partner organizations](#) or by any other official means established by UNHCR, and update the list of drivers every six months.



Encourage all partner drivers to adhere consistently to the rules for Drivers and Passengers in this document and to contribute to a safer environment. Give recognition to drivers that excel in this domain.



Apply corrective actions to Partner drivers when repeatedly failing to comply with the rules for Drivers in this document.



Ensure drivers comply with requirements defined at the local level such as: where the vehicles should be parked or stored during periods of inactivity, refueled, left unattended, etc.



Ensure that Partner drivers are familiar with the vehicle and its functions and apply defensive driving techniques, whenever possible.



Provide defensive driving training courses for Partner drivers or ensure their participation on the local sessions organized by the UNHCR operation when available.



Ensure regular servicing/maintenance A and B of the vehicle as per the recommended found in the Annex 4 of the [Road Safety Management Guidance for Partner Organizations](#), or as per the manufacturer's recommendation, and report on costs regularly.



Ensure UNHCR vehicles are only serviced and repaired by a garage contracted/authorized by UNHCR. The Custodian contacts the respective UNHCR office to obtain the name/address of the respective garage.



Ensure UNHCR vehicles are not subject to any major unauthorized repair or alterations of any kind, unless priorly approved by UNHCR. However, the Custodian is authorized to: change tyres, replace light bulbs, top-up coolant, top-up the windscreen washer and top-up engine oil as specified in user's manual.



To request authorization for conducting major repairs or modifications to vehicles please send a message to UNHCR, Maintenance & Repair Unit, Division of Financial and Administrative Management at hqrepair@unhcr.org.



Inform UNHCR immediately of any non-functioning odometers and telematic devices. The Partner custodian makes the vehicle available to UNHCR, so that the device can be repaired or replaced without delay.



Submit the monthly vehicle data (mileage, fuel, servicing/repair) to the respective UNHCR office, either in form of an excel spreadsheet or any other means UNHCR enables for such purpose, to facilitate the upload into FleetWave, UNHCR's fleet management software. Custodians of UNHCR vehicles who are granted access to FleetWave will enter data on monthly mileage, fuel, servicing/repair, and drivers' information directly in the FleetWave application.



Provide the protective equipment to motorcycle occupants: wear helmets, high visibility garments, and safety boots and gloves.



Report without delay any traffic crash and incident involving a UNHCR vehicle to the respective UNHCR office, regardless of whether the damage is major or minor, or whether there are injuries and fatalities to report. In the case of traffic crashes the report contains the information requested in the Standard Operating Procedures (SOP) for Road Traffic Crash Root Cause Analysis.



Rules for partner drivers

Partner drivers:



Obey Traffic Laws: Comply with the local traffic rules to ensure the safety of yourself and others on the road.



Have a valid driving license for the vehicle category.



Complete the pre-use mandatory vehicle inspection to check vehicle conditions and formally record the result on the inspection sheet. The daily vehicle inspection is conducted before the first time the vehicle is used during the day and every time the driver of any vehicle is changed during the same day.



Wear Seatbelts: Always wear seatbelts and ensure that all passengers do the same for the entire duration of the journey. If a passenger refuses to wear a seatbelt, invoking the “stop work authority” means halting the journey until the safety concern is addressed.



Respect the vehicles' passenger carrying capacity.



Comply with the fitness to drive requirements established by the local authorities.



Lights on: Keep the front lights on at all times while driving.



When driving UNHCR motorcycles, wear helmets, high visibility garments, and safety boots and gloves.



Do not drive under the influence of any prescription medication that causes drowsiness and lack of attention or any other symptom impairing driving.



Drive Sober: Do not drive under the influence of alcohol, drugs or any other substance (including betel nut and khat) that can impair judgement and/or coordination.



Do not smoke inside the vehicle to maintain a safe and healthy environment.



Do not transport weapons, explosives, other dangerous goods, or any other cargo that is considered illegal by the local regulations in any UNHCR vehicle.



Avoid distracted driving. Drivers cannot use cell phones (not even with hand free devices), eat, read documents, or conduct any other action that could distract from the driving task. When using a cell phone is necessary, the driver has to find a safe place to pull over and attend or make the call.



Swipe the driver RFID card every time the engine is started, which identifies the person driving the vehicle.

RFID CARD READER



The card reader could detect other types of cards, so keep the driver RFID card separate to prevent wrong information being entered into the system.



UNHCR can activate the vehicle immobilizer function which would prevent starting of the engine until the driver swipes the RFID card in the reader.

SOS BUTTON



In case of emergencies, drivers could override the immobilization function by pressing the SOS button. The SOS button is to be used for emergency purposes only, otherwise Field Security Services (FSS) would receive fake alarms.



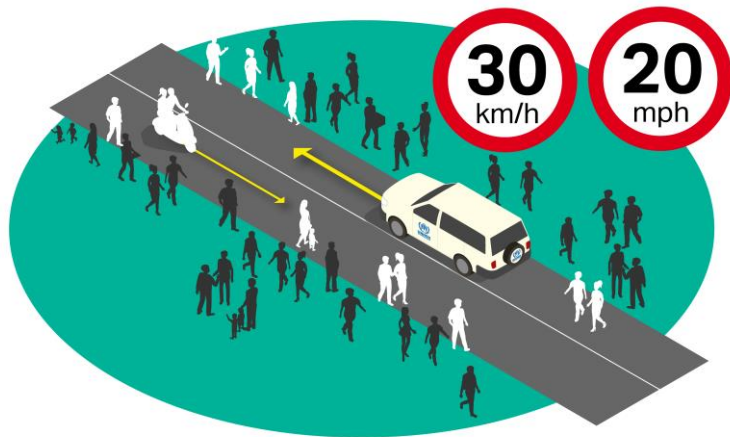
Adjust speed to weather and road conditions and interactions with other road users.



Comply with the following mandatory speed limits when driving on roads that do not have posted speed limits, unless the government establishes lower speed limits for such conditions. The mandatory speeds have been taken from *Advancing Sustainable Safety*, by SWOV (2006), p.14.

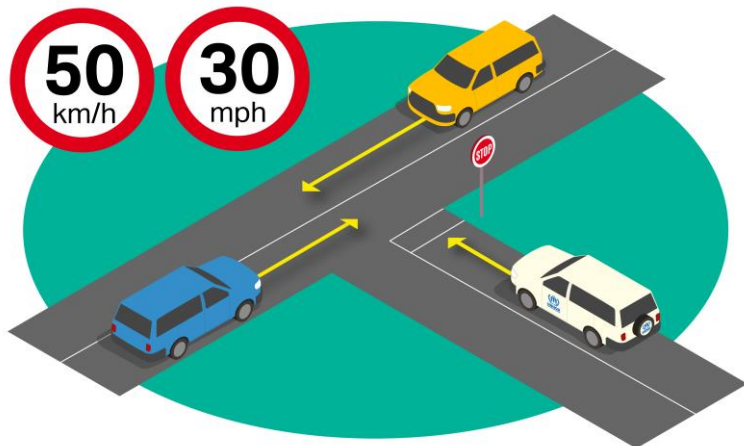
ROADS WITH VEHICLES AND VULNERABLE ROAD USERS

- possible vehicle-to-pedestrian collision.



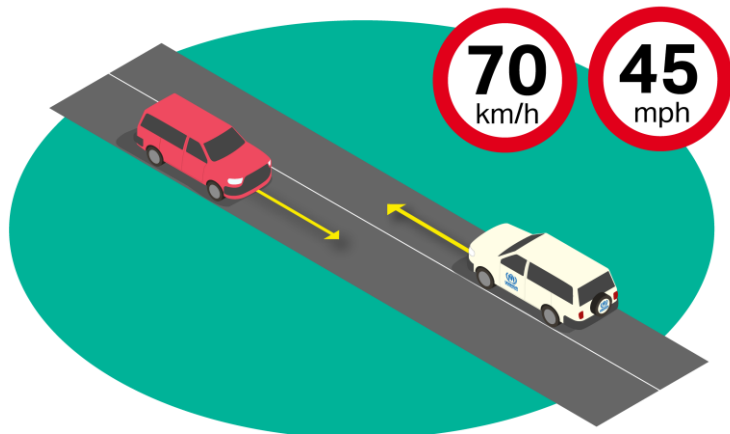
AT GRADE INTERSECTIONS

- possible side on vehicle-to-vehicle collision.



ROADS WITH TWO-WAY TRAFFIC

- possible frontal vehicle-to-vehicle collision.





Obey the driving and resting times, in accordance with the section of rules for Journey Planners, unless the nature of the job requires a different approach for controlling drivers' working, driving, and resting times.



There are cases in which the working, driving and resting times indicated do not apply. For example, some job positions like ambulance operators need working, driving and resting time regulations based on availability instead. In such cases, the driver obeys the working, driving, and resting times established by the Partner custodian according to the nature of the job.



Drive efficiently in accordance with the traffic conditions and avoid unnecessary acceleration (e.g. do not accelerate heavily/suddenly and brake soon afterwards).



Use the "stop work authority" when a passenger refuses to use a seatbelt, when a traveler or trip planner requests to go over the posted speed limit or engages in other unsafe behavior.



Report to supervisor/partner custodian those instances in which the stop work authority has been applied.



Report to supervisor/Partner custodian when experiencing fatigue or illness.



Promptly report any traffic crash, damages, or mechanical issues to the supervisor and within 24 hours. Comply with the tasks required in the road traffic crash root cause analysis SOP.



Timely record mileage for all vehicle movements and fuel intakes in a logbook to be kept in the vehicle or in an e-log App, whatever is used by the partner organization.



Use UNHCR vehicles only for official and work-related purposes that align to the purpose of the project outlined in the project workplan (if applicable). Private use of vehicles is authorized only when UNHCR has specified in the partnership agreement circumstances under which vehicles could be used for private purposes. Examples of official business include, but are not limited to, performance of work responsibilities as defined in a work plan or related to the mandate of UNHCR, official travel, official meetings, attendance at conferences, etc.



Drive UNHCR vehicles only during official working hours in country. Driving after UNDSS or government official curfews, during the night, on weekends, and driving in security missions, or airport pick-and-drops shall be limited to justifiable exceptions which have been duly authorized by the UNHCR or Partner Custodian and according to the SOP mentioned above.



Rules for passengers

Passengers:



Wear the seatbelts while travelling in UNHCR vehicles.



Wear helmets, high visibility garments, boots, and gloves when traveling on UNHCR motorcycles.



Respect departure times for missions and scheduled pick-up times to avoid disruption of the planned transport services.



Refrain from placing pressure on drivers to break traffic rules (e.g. speed limits) and/or engage risky driving behaviors.



Apply the “stop work authority” when identifying risky or aggressive driving behaviors, or when symptoms of fatigue are detected.



Report to the Partner Custodian those instances in which the “stop work authority” has been applied.



Report traffic crashes to the partner driver's supervisor as soon as possible and within 24 hours in cases when the driver's conditions after the collision prevent them from reporting the traffic crash. This is actioned in accordance with the SOP on Road Traffic Crash Root Cause Analysis.



Do not smoke inside the vehicle to maintain a safe and healthy environment.



Rules for journey planners

Partner personnel in charge of planning journeys:



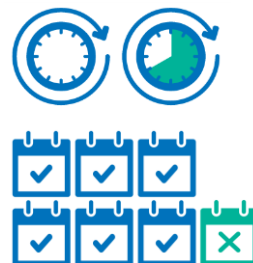
Organize convoys only when necessary and as advised by the responsible UNHCR Security officer.



Organize road journeys in compliance with the drivers' working, driving, and resting times as indicated below. In case these rules don't apply because of the specific nature of a job, the journey planner organizes journeys according to regulations on working, driving and resting times established by the Partner. This happens when the nature of the job requires a different approach for controlling drivers' working, driving, and resting times.

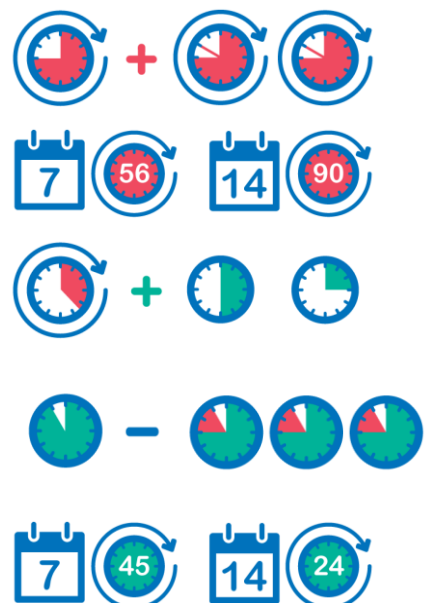
WORKING AND DRIVING HOURS

- Ensure that sufficient time is available for a driver to sleep for at least eight continuous hours in every 24 hours.
- Set working and driving hour limits for personnel required to drive for work, to include at least a 24-hour rest break after every six working days.



DRIVING HOURS AND RESTING TIMES

- The daily driving period shall not exceed 9 hours, with an exemption of twice a week when it can be extended to 10 hours
- Total weekly driving time may not exceed 56 hours and the total fortnightly driving time may not exceed 90 hours.
- Breaks of at least 45 minutes should be taken after 4½ hours at the latest (separable into 15 minutes followed by 30 minutes).
- The daily rest period shall be at least 11 hours, with the exception of going down to 9 hours maximum three times a week. Daily rest can be split into 3 hours rest followed by 9 hours rest to make a total of 12 hours daily rest.
- Weekly rest is 45 continuous hours, which can be reduced every second week to 24 hours.





Rules for maintainers

Partner personnel overseeing vehicle conditions (e.g. the responsible officer/fleet manager/admin officer):



Keep UNHCR vehicles in their original form as per manufacturer's specifications. The partner will not replace, add, or upgrade components of its body, engine, brakes, rims, drive train or chassis.



The below modifications are not to be applied by the partner either:

- Installation of bull bars
- Tampering with telematic devices
- Tinting windows and windshield.

Exemptions



Exceeding speed limits or breaking drivers' resting times is allowed in situations where, for security or safety reasons, it is necessary to drive over the speed limit or to continue driving until finding a safe place to rest, or when there is a life-threatening event that requires urgent and immediate attention.



Turning on the front lights during the daytime is not mandatory when driving vehicles equipped with daytime running lights.



Using a cell phone while driving is allowed: only as a navigation tool, as long as the driver is familiar with the route given by the navigation app before starting to drive; the cell phone is not hand-held, but it is securely fixed to the instrument panel or windshield in a position that does not obstruct the driver's visibility; nor is it used in such way that it becomes a visual, auditive, physical, or cognitive distractor.

Endorsement

Endorsed by:

Dominic Grace

Head of Global Mobility and Infrastructure Services (GMIS)

Division of Financial and Administrative Management (DFAM)

UNHCR

Signature: *D. Grace* Endorsement date: 05/07/2024

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