Current Master Code Risks and Controls

Risk Type: Speeding		
#	Control	Considerations
S1	Refuse to enter a contract that you consider has a risk of causing a driver to speed	- has enough time been allowed for the transport activity to be completed safely and without a driver feeling pressured to speed?
S2	Prior to engaging a third party, find out whether they have a safe driving record or a reputation for running a safe and compliant business	- conduct reference checks and assessments of the skills and capabilities of third parties to do the task safely. - conduct in cab assessments of drivers prior to engagement. - use road authority opt-in systems that allow a driver's traffic history to be shared. - do third parties participate in any accreditation schemes? - have third parties undertaken any audits or assessments of the effectiveness of controls that manage the risk of speeding?
S3	Ensure your requests, and any contractual arrangements, do not encourage a driver to speed	- do agreements have incentives for early delivery or penalties for late delivery?
S4	Establish a review process to check that third parties are performing the activity according to your employment or contractual arrangements and that those arrangements are effective in managing the risk of speeding	- are there any new speeding risks that may arise from the interaction between the parties and are the arrangements put in place effective to manage the risk of speeding? - if the arrangements are not effective, improve compliance or change the arrangements. - implement regular performance reviews
S5	Have regular catchups with other CoR parties to demonstrate how a task is performed, and to discuss and manage any issues	- schedule tactical-level meetings that focus on day-to-day operations
S6	Confirm that drivers are licenced for the class of heavy vehicle or combination they are operating	- maintain an up-to-date register of drivers and their licences
S7	Make sure that drivers agree to adhere to Australian Road Rules in the state/s and/or territory of operation	- include this in employee and subcontractor agreements, driver declarations and inductions
S8	Ask that you be notified of infringement of road rules by drivers or subcontractors and any compliance and enforcement action taken	- use road authority opt-in systems that allow a driver's traffic history to be shared - include self-declaration by drivers or subcontractors of infringements or roadside enforcement action as a condition of employment or contractual arrangements

S9	Initiate alerts and take remedial action when you identify consignment arrangements with the potential to cause a driver to speed	- urgent, express, or overnight deliveries, time sensitive freight such as perishable items or fast-moving consumer goods, short lead times, increased volumes or seasonal demands, “stock outs” or backlog orders
S10	Monitor and regularly review driver speeds (if possible, in real time and at any sign-posted speed limit, including ‘low speed zones’, with automatic notifications of breaches).	- consider the use of GPS-based telematics systems or engine management systems / engine control module data downloads
S11	Record incidents of vehicles exceeding speed limits and act to address any speeding breaches	- develop a speed compliance matrix with the frequency and severity of speeding and corrective action to be taken (or performance management steps) - display a “report my driving” decal and phone number on vehicles
S12	Measure the accuracy of speed data and implement remedial actions when inaccuracies are detected	- undertake GPS matching – assessing GPS records vs speedo readings, or comparing different sources of speed data such as GPS records of hauling and trailing units, to detect any inconsistencies - check engine management system data – downloading the vehicle’s speed records data
S13	Check and confirm that heavy vehicles are fitted with fit-for-purpose, maintained, calibrated speed limiters and that these have not been adjusted or tampered with (refer sections 60 and 93 of the HVNL)	- undertake periodic maintenance and testing to establish the accuracy of speed data
S14	Provide driver education	- safe driving programs, toolbox talks
S15	Plan transport activities with appropriate timeframes for the required route so drivers are not directly pressured, or feel indirectly pressured, to exceed the speed limit	- schedule journeys with enough time for them to be completed safely and according to speed limits along the route, allowing for contingencies and conditions such as steep ascents and descents, traffic congestion, major roadworks, adverse weather, curfews, and loading/unloading delays
S16	Adjust and/or manage changes to schedules, including delays, so drivers are not directly pressured, or feel indirectly pressured, to exceed the speed limit	- ensure timely communication and advance notice wherever possible to drivers and other CoR parties of changes or delays to schedules
S17	Adhere to scheduled loading and unloading times to minimise delays for drivers. If delays occur, advise relevant CoR parties in advance and take steps so drivers are not directly pressured, or feel indirectly pressured, to speed	- identify CoR parties potentially impacted if there are delays and providing timely communication and advance notice wherever possible, so schedules can be adjusted
S18	Allow flexibility in pick-up and delivery times where there are changes to the schedule, so drivers are not directly pressured, or feel indirectly pressured, to speed	- prioritise the loading or unloading of drivers of fatigue-regulated vehicles or making alternative arrangements for the loading and unloading of the vehicle with the relevant CoR parties
S19	Report the early or late arrival of a load as this can be a potential indicator of speed	

S20	Regularly review your business practices in consultation with other CoR parties, including consignment arrangements, delivery times, time spent on site, loading, and unloading times and delays	- monitor and review truck turnaround times including the time the vehicle arrives at site, the time taken to load or unload the vehicle and the time the vehicle departs the site, to establish average work times and trigger alerts when there are anomalies or deviations (delays) and adjust as required

Risk Type: Fatigue

#	Control	Considerations
F1	Refuse to enter a contract that you consider has a risk of causing the driver to drive while fatigued or to breach their work and rest hours	- has enough time been allowed for the transport activity to completed safely and within work and rest hours limits? - do the terms of the contract provide an incentive for exceeding working hours?
F2	Prior to engaging a third party, find out whether they have a safe driving record or a reputation for running a safe and compliant business	- conduct reference checks and assessments of the skills and capabilities of third parties to do the task safely - conduct in cab assessments of drivers prior to engagement - use road authority opt-in systems that allow a driver's traffic history to be shared - do third parties participate in any accreditation schemes? - have third parties undertaken any audits or assessments of the effectiveness of controls that manage the risk of fatigue?
F3	Ensure your requests, and any contractual arrangements do not encourage a driver to drive while impaired by fatigue or breach their work and rest hours	- do agreements have incentives for early delivery or penalties for late delivery?
F4	Establish a review process to check that third parties are performing the activity according to employment or contractual arrangements and that those arrangements are effective in managing the risk of fatigue	- are there any new fatigue risks that may arise from the interaction between the parties and are the arrangements put in place effective to manage the risk of fatigue? - if the arrangements are not effective, consider ways to improve compliance or change the arrangements. - implement regular performance reviews
F5	Ask that you be notified of infringement of road rules by drivers or subcontractors, or any compliance and enforcement action taken	- use road authority opt-in systems that allow a driver's traffic history to be shared - include self-declaration by drivers or subcontractors of infringements or roadside enforcement action as a condition of employment or contractual arrangements
F6	Have regular catchups with other CoR parties to demonstrate how a task is performed, and to discuss and manage any issues	- schedule tactical-level meetings that focus on day-to-day operations
F7	Support drivers to self-manage fatigue and other parties to aid the welfare of drivers	- train all employees, including drivers, with awareness of the signs of fatigue, the importance of quality rest and lifestyle factors impacting fatigue. Nationally recognised training in fatigue management is available for truck drivers and

		schedulers.
F8	Empower drivers to act if impaired by fatigue	- develop a self-declaration and encourage self-reporting if feeling sleepy, physically, or mentally tired, weary or drowsy, exhausted and/or lacking in energy
F9	If you become aware the driver is impaired by fatigue, stop the driver immediately and arrange for the driver to have a rest break	- establish a clear escalation process including agreed actions to be taken if a driver is impaired by fatigue, such as access to suitable rest facilities, reallocating the task to a different driver, recording and reporting of any incidents
F10	Keep accurate records and monitor driver work and rest times (in real time if possible) and review regularly for effectiveness and accuracy	- implement electronic recording systems such as telematics or Electronic Work Diaries (EWDs) to monitor and record work and rest times for drivers. These may be checked more quickly and make record keeping easier - utilise logbook checking software that checks if the records from written work diaries comply with legal requirements - conduct a sampling program where records of driver work and rest times are regularly reviewed to check compliance with the legislated operating limits - maintain an up-to-date register of driver's records (per sections 319 and 321 of the HVNL)
F11	Make sure drivers have regular medical checks at prescribed intervals, including drug and alcohol testing, and are provided with education, advice, and resources to manage their personal health and wellbeing, both physical and mental	- see Austroads Assessing Fitness to Drive for information on health assessments and measures to support drivers' health. Drivers are required to report to their employer and/or prime contractor if the licensing authority requires them to provide medical certificates
F12	Regularly check and verify drivers are fit to drive, both physically and mentally, and not affected by drugs or alcohol (or both)	- develop a driver declaration of fitness for duty – a signed checklist completed by drivers declaring they are fit to drive, are feeling okay, have had enough rest, have enough hours to legally perform the task, are not impaired by drugs or alcohol - implement a fitness for duty assessment sheet – some simple questions that a driver can be asked before starting work (along the lines of the driver declaration above) - conduct regular drug and alcohol testing programs including random testing where practicable - establish a check-in process including a thorough visual observation of the driver by a Supervisor or other nominated person to confirm the driver is fit to drive to the best of their knowledge and training (see Section 6.1 of this Code for things to look for)
F13	Initiate alerts when consignment arrangements with the potential to cause a driver to drive while impaired by fatigue or breach their work and rest hours are identified	- urgent, express, or overnight deliveries, time sensitive freight such as perishable items or fast-moving consumer goods, short lead times, increased volumes or seasonal demands, "stock outs" or backlog orders

F14	Monitor driver fatigue levels (in real time if possible) and review regularly for effectiveness and accuracy	- provide predictive wearable technology that analyses personal sleep patterns and empowers drivers to measure, manage and reduce their fatigue levels - contact drivers on a regular basis to check on their welfare, especially during higher risk periods such as 12 midnight to 6am when driving when you would normally be asleep
F15	Use in-vehicle technologies where practical and based on risk to assist with crash avoidance in the event of a driver being fatigued	- unintended lane departure warning systems and lane keep assist systems warn the driver of deviation from the lane - object detection systems warn the driver of potential frontal crashes - stability and vehicle control technologies correct the vehicle position automatically - in cab face and eye tracking technology detects the symptoms of fatigue and alerts affected drivers and their employer or the operator of the vehicles
F16	Manage environmental factors such as temperature, fumes, vibration, and noise that are known to speed up the onset of driver fatigue	- ensure vehicle design does not contribute to fatigue – for example, good suspension, well maintained, protection from glare and noise
F17	Provide a comfortable sleeper berth	- ADR 42 details design and construction requirements of an approved sleeper berth. Note an approved sleeper berth is a mandatory requirement for two-up driving (section 221 of the HVNL)
F18	Schedule journeys so that drivers can stop and rest at places where there are rest facilities and amenities, or where there is not excessive noise	- identify suitable heavy vehicle rest areas, service centres and roadhouses. Refer to road authority websites for maps of rest areas in respective states and territories
F19	Plan driver's rosters (schedules of the driver's work and rest times) with appropriate timeframes so drivers are not directly pressured, or feel indirectly pressured, to drive whilst fatigued or breach their work and rest hours	- when rostering drivers, take into consideration fatigue risks, maximum work requirements and minimum rest requirements according to their work and rest hours option, two-up driving or driver changeovers
F20	Consult with drivers, and CoR parties as relevant to the scheduling of journeys, about pick-up and delivery times. Make sure rostering of drivers considers contingencies and allows changes (including delays) to be managed	- discuss targeted truck turnaround times with other CoR parties including queuing arrangements, loading, and unloading times, driver working and resting time on site, and building agreed timeframes into schedules
F21	Design specific tasks to use multiple drivers or allow added recovery and adjust activities based on historical data	- plan for situations where drivers are no longer able to complete a trip within their work limits due to increasing delays and congestion
F22	Manage changes to schedules including delays so drivers are not directly pressured, or feel indirectly pressured, to drive whilst fatigued or breach their work and rest hours	- develop contingency plans, including communication protocols and agreed actions to be taken in the event of delays, such as driver changeovers, access to rest facilities or accommodation - ensure timely communication and advance notification wherever possible to drivers and other CoR parties

F23	Plan trip schedules and deliveries with appropriate time for the required route so drivers are not directly pressured, or feel indirectly pressured, to drive whilst fatigued or breach their work and rest hours	- allow for speed limits, contingencies, and conditions such as steep ascents and descents, traffic congestion, major roadworks, adverse weather conditions, curfews and loading/unloading delays
F24	Prefer loading and distribution centres that provide access to rest facilities for drivers	
F25	Train key personnel who may be able to assess the fatigue of the driver, with awareness of the signs of fatigue	- support parties who might engage with drivers to identify any obvious signs of fatigue, or concerns with the driver's general welfare
F26	Monitor adherence to delivery windows, truck turnaround times and delays and take remedial action as required	- establish, measure and report against key performance indicators to track performance against plan, and adjust where necessary
F27	Review loading/unloading arrangements and practices that may lead to delays in loading on a regular basis involving relevant parties in the supply chain	- monitor and review packing and loading processes to establish average work times and trigger alerts when there are anomalies or deviations (delays) that impact the transport of goods by a heavy vehicle
F28	Consult with other CoR parties about planning loading and unloading times, including potential delays	- discuss and agree to targeted truck turnaround times with other CoR parties including queuing arrangements, loading, and unloading times, and build these timeframes into schedules
F29	Accommodate and communicate delays in the transport task including adjusting or reprioritising loading or unloading times as required	- prioritise drivers of fatigue-regulated vehicles or make alternative arrangements for the loading and unloading of the vehicle with the relevant CoR parties
F30	Provide access to rest facilities in the event of loading or unloading delays to assist drivers manage their work and rest hours and fatigue levels	- facilities may include lunchrooms with fresh water, tea and coffee making facilities, toilets, change rooms with showers, or access to the nearest offsite rest facilities if limited onsite facilities are available
F31	Review loading/unloading arrangements and practices that may cause delays on a regular basis involving all relevant CoR parties	- monitor and review truck turnaround times including the time the vehicle arrives at site, time spent waiting or queuing, the time taken to load or unload the vehicle and the time the vehicle departs the site to establish average work times and triggering alerts when there are anomalies or deviations (delays)

Risk Type: Mass, Dimension and Loading

#	Control	Considerations
M1	Refuse to enter a contract that you consider has a risk of causing the operator or driver to breach mass, dimension and loading requirements	- ensure there is suitable equipment to move, load, restrain and unload freight safely
M2	Prior to engaging a third party, find out whether they have a safe driving record or a reputation for running a safe and compliant business	- conduct reference checks and assessments of the skills and capability of third parties to do the task safely - conduct in cab assessments of drivers prior to engagement - use road authority opt-in systems that allow a driver's traffic history to be shared - do third parties participate in any accreditation

		schemes? - have third parties undertaken any audits or assessments of the effectiveness of controls that manage mass, dimension and loading risks?
M3	Ensure your requests, and any contractual arrangements with the third party, do not reward or encourage a driver to breach mass, dimension and loading requirements	- do agreements have incentives that may encourage overloading?
M4	Establish a review process to check that third parties are performing the activity according to employment or contractual arrangements and that those arrangements are effective in managing mass, dimension and loading risks	- are there any new mass, dimension or loading risks that may arise from the interaction between the parties and are the arrangements put in place effective to manage these risks? - if the arrangements are not effective, improve compliance or change the arrangements - implement regular performance reviews - conduct visual inspections and assessments of mass, dimension and loading requirements and controls
M5	Have regular catchups with other CoR parties to demonstrate how a task is performed, and to discuss and manage any issues	- schedule tactical-level meetings that focus on day-to-day operations
M6	Initiate alerts when consignment arrangements with the potential to cause a driver to breach mass, dimension and loading requirements are identified	- uniformly dense and heavy loads, large indivisible loads including over size and over mass loads, non-specific or specialised load types such as awkwardly shaped items or prefabricated components or loads with a high centre of gravity
M7	Identify the mass, dimension and loading requirements (such as tare, gross and axle weights, widths, and lengths) that apply to each vehicle or combination and communicate these with relevant CoR parties	- note OEM specifications, mass management accreditation scheme documentation, Commonwealth Gazette notices, NHVR Common Heavy Freight Vehicle Configurations, industry truck charts
M8	Provide other CoR parties with accurate load weights and dimensions before or at the point of loading (refer sections 186 and 187 of the HVNL)	- this may take the form of load plans, consignment notes, despatch documents, container weight declarations - load weights may need to take into consideration the weight of the goods and any packaging materials, pallet, stillage, or dunnage - for sealed loads, operators and drivers are provided with a load declaration, akin to container weight declaration
M9	Make sure appropriate dunnage and stillage is used for the task and that any packaging materials, pallet, stillage, or dunnage is in good condition	- communicate with other parties to find out who has responsibility to provide dunnage and stillage - notify the relevant CoR party if there are any problems with the load to have it fixed
M10	Measure dimensions of loaded vehicles and compare to applicable requirements	- provide drivers with training, and measuring devices such as tape measures or height sticks to confirm the vehicle and its load are within allowable dimensions
M11	Measure load weights and monitor compliance with gross and axle/axle group mass limits, container maximum limit (for containerised goods)	- provide access to onsite or offsite weighbridges, for heavier/larger or unevenly distributed loads that may need to be weighed prior to every journey

		- prefer the use of vehicles or combinations or loading equipment fitted with on-board mass systems (weigh scales) or air pressure gauges - calculate cubic capacities and waterlines for contained evenly distributed or lighter weight loads - implement a sampling program for loads that are consistent in type and frequency - undertake calculations or modelling of mass (based on batch weights) - physically weigh the load for initial verification to confirm compliance and verify ongoing compliance at an agreed frequency based on severity of risk
M12	Compare estimated weights with any confirmed weights where possible and take any variations into consideration when adjusting future loading arrangements	- check your estimated load weight against recorded weights (e.g. where a load is not weighed at the loading point but is weighed at the destination for invoicing)
M13	Verify accuracy of positioning and distribution of the load, including its stability, in accordance with loading instructions and adjust as required	- provide documented load distribution plans, load planning tools
M14	Communicate load preparation and positioning to drivers, consignors, and loaders	- provide documented load distribution plans and diagrams, procedures and work instructions, task specific training
M15	Verify the transport of dangerous goods is undertaken per the requirements of the Australian Dangerous Goods Code (refer separate legislation)	- determine specific loading and load restraint requirements if a dangerous goods class label is present
M16	Verify loads are placed, secured, and restrained in compliance with a loading requirement applying to the vehicle	- check the loads module in the Load Restraint Guide for advice on specific load types - load restraint also applies to restraint of goods within freight containers - for tie-down restraint, work out how much load restraint you need using the Working Out Load Restraint module and tie-down tables in the Load Restraint Guide - for direct restraint, to determine what strength lashings you need use the Working Out Load Restraint module or load tables in the Load Restraint Guide - calculate the required load restraint for a vehicle's load and generate a load restraint plan. Provide this plan to relevant parties for implementation
M17	Develop load restraint systems for common loads and provide to responsible parties for implementation	- consider industry specific guidance materials and instructions on load positioning and restraint
M18	For non-specific or specialised load types (for example, large, heavy, or awkwardly shaped items or prefabricated components that are difficult to load and restrain) have a certified engineer design and select the load restraint system used, or as applicable refer to certified load restraint systems provided by other CoR	- consider industry specific load restraint guidelines

	parties	
M19	Have an appropriately skilled, experienced, and qualified person (for example, a certified engineer) certify the load restraint system used meets the loading performance standards	- refer to the Certification and Technical Advice modules in the Load Restraint Guide
M20	Confirm the load rating of equipment used to restrain a load, including rated vehicle structures	- check against manufacturer's specifications
M21	Confirm equipment used in the loading process, including mass management (e.g. scales and weighbridges) and load restraint (e.g. lashings), is fit for purpose, regularly inspected and maintained, or calibrated as required	- consult relevant Australian Standards, or manufacturer's operations and maintenance manuals or equivalent. A plant and equipment inspection and testing register or an 'off the shelf' computerised fleet maintenance system are examples of useful tools to keep track of these things
M22	Maintain mass, dimension and loading requirements during pick-up and delivery of part loads and in transit such as compliance with axle weights, vehicle and load stability, and proper restraint	- develop a journey plan that instructs the driver on how this could be achieved - conduct checks of the load periodically throughout the journey to ensure the load has not shifted and the load is secure
M23	Split multi combinations or road trains to not exceed mass and dimensions limits	
M24	Manage the refuelling of the vehicle as this can cause steer axle overloading	
M25	Monitor adherence to mass, dimension and loading requirements and take remedial action as required	- implement a mass sampling program, including checking of dimensions and load restraint inspections by trained and qualified persons
M26	Ensure vehicles or combinations have the capability, capacity and equipment to match the mass, dimension and loading requirements for the particular load and journey, including mass management accreditation schemes, mass and dimension permits, access permits or dangerous goods requirements—the right truck with the right equipment for the right load	- request written confirmation of mass, dimension loading requirements including any special conditions or equipment required from the relevant CoR parties as part the load consignment
M27	Make sure route (journey) plans take into consideration mass and dimension requirements to ensure the route/infrastructure is suitable for the load and complies with any route permits or conditions as applicable	- for over height loads, note any low height bridges, tunnels, or infrastructure such as overhead powerlines, similarly for wide loads
M28	Check route permits and conditions will be met prior to a journey commencing and notify relevant supply chain parties	- ensure compliance to over-size (dimension) and over-mass requirements, local mass restrictions
M29	Communicate the way goods are packed in the load and details of load positioning to operators, drivers, and other relevant parties in the supply chain, to maintain load stability and integrity	- provide packing procedures or instructions, load plans

M30	Verify packaged goods, unitising and containment systems can support the weight of the load, meet the loading performance standards and are robust enough to withstand handling, for example, by forklifts	- determine the strength ratings of any packaging method used and supply these for inclusion in calculations of load restraint system compliance with loading performance standards
M31	Verify and monitor packaged goods meet mass, dimension and loading requirements	- conduct quality assurance (QA) checks of packaging integrity - seek feedback from other CoR parties
M32	Review loading arrangements and practices to confirm methods are appropriate and effective	- ensure loading infrastructure and equipment is fit for purpose to meet loading requirements
M33	Identify requirements applicable to the load or the vehicle prior to the journey and make sure loads are suitably prepared to comply with requirements, manage risk and maintain a safe road environment	- check unitised loads or ancillary items are appropriately secured, indivisible loads and components are restrained, welfare of livestock, containment of hazardous waste
M34	Adjust load positioning and distribution upon request by other	- ensure loaders are readily available to adjust loads when required
M35	Calculate load restraint requirements for every load prior to loading and provide outcomes to responsible parties for implementation (such as operators and loaders)	- generate a load restraint plan to be followed

Risk Type: Vehicle Standards

#	Control	Considerations
V1	Refuse to enter a contract that you consider has a risk of causing the driver to use an unsafe heavy vehicle	- avoid contracts that require the operator to "sweat the assets" (keep the wheels turning) and do not allow timetabling of periodic maintenance
V2	Prior to engaging a third party, find out whether they have a safe driving record or a reputation for running a safe and compliant business	- conduct reference checks and assessments of the skills and capability of third parties to do the task safely - conduct in-cab assessments of drivers prior to engagement - use road authority opt-in systems that allow a driver's traffic history to be shared - do third parties participate in any accreditation schemes? - have third parties undertaken any audits or assessments of the effectiveness of controls that manage vehicle standards risks?
V3	Ensure your requests, and any contractual arrangements, do not reward or encourage a driver to use an unsafe heavy vehicle	- ensure operators do not feel pressured to keep their vehicles on the road and not carry out periodic maintenance
V4	Establish a review process to check the third party is performing the activity according to contractual arrangements and that those arrangements are effective in managing the vehicle standards risks	- are there any new vehicle standards risks that may arise from the interaction between the parties and are the arrangements put in place effective to manage these risks? - if the arrangements are not effective, improve compliance or change the arrangements - implement regular performance reviews
V5	Have regular catchups with other CoR parties to demonstrate how a task is performed, and to discuss and manage any issues	- schedule tactical-level meetings that focus on day-to-day operations

V6	Initiate alerts when consignment arrangements with the potential to cause a driver to operate an unsafe or defective vehicle are identified	- note heavy vehicles frequently operating on unsealed roads, or regularly transporting over size over mass loads, or exposure to harsh environments, either within or external to the heavy vehicle during loading, driving, or unloading
V7	Utilise technological solutions to improve heavy vehicle safety when purchasing heavy vehicles and components	- electronic stability control, autonomous emergency braking, GPS-based telematic systems, in-cab driver (fatigue and distraction) monitoring systems, lane tracking warning and assistance systems
V8	Confirm heavy vehicles and combinations are registered and meet the heavy vehicle standards applying to the vehicle and its components	- establish a procedure that includes checking requirements to make sure heavy vehicles meet safety standards and/or purchasing specifications
V9	Inspect and record, correct and review the effectiveness of any findings from inspections of heavy vehicles	- treat any findings from external parties in the same way you would any faults identified internally using your fleet maintenance system
V10	Confirm the vehicle is fit for use and identify a vehicle that is unsafe before operation	- conduct daily checks – a documented instruction for basic visual safety checks to detect problems with critical safety components
V11	Record and report any unsafe vehicles, faults, or defects before, during or after operation (as soon as possible)	- document a repair request form. All major or serious faults, including safety related faults, need to be fixed before the vehicle is returned to service
V12	Report and prioritise, repair, and review the effectiveness of any faults reported	- document fault reports or repair request forms, or fleet maintenance system
V13	Assess faults for severity, track their correction or monitor until rectified	- establish a manual register to track progress and completion, or fleet maintenance system
V14	Implement a preventative (or periodic) maintenance program including regular servicing of vehicles, components, and equipment	- note service schedules recommended by the manufacturer or supplier. Service periods may vary based on the operating conditions and may need to be more frequent than the manufacturer's recommendations – for example, heavy vehicles frequently operating on unsealed roads, or regularly transporting over size over mass loads, or exposed to harsh environments - the maintenance schedule should include identified service periods that describe the tasks to be undertaken - Note: maintenance and repairs should be carried out by a person with appropriate skills, experience, and qualifications
V15	Obtain any defect notices issued for a vehicle, repair the vehicle, and keep records of defects and repairs	- use your fleet maintenance system to keep track of defects, actions, and repairs
V16	Identify and prevent from being used by a driver any non-compliant or faulty vehicle that does not comply with heavy vehicle standards	- implement a tag out and remove from service system, or keep the vehicle keys in a secure location such as a locked key box or lock out trailing equipment airlines
V17	Encourage or incentivise other parties to observe, record and report vehicle faults to you	
V18	Make sure that schedules allow for timetabling of periodic maintenance	

V19	Record and report any observations or notifications of unsafe or defective vehicles to the operator	- action verbal notification or use paper-based or electronic hazard report forms, documented fault reports or repair request forms.
V20	Verify action has been taken by the relevant party to repair or replace an unsafe or defective vehicle prior to scheduling for use	- ensure written confirmation the vehicle is safe for use