

Heavy Vehicle Safety Management System (SMS)

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1. Scope of Heavy Vehicle Safety Management System (HVSMS)

Company Details

Company details include:

- ("BUSINESS NAME")
- Company ABN
- Office address
- Office postal address
- Phone number
- and Email

("BUSINESS NAME") Safety Management System Overview

- Purpose of HV SMS
- Relationship of the Heavy Vehicle SMS to the ("BUSINESS NAME") SMS
- Hierarchy of documents

Transport activities

Heavy Vehicle transport activities includes:

- Summary of vehicle types, nature of the task
- Responsibilities and management
- Other parties and contractors.

Scope the Heavy Vehicle Safety Management System

Heavy vehicle safety management system encompasses:

- Minimising the risk associated with vehicle operations
- Chain of Responsibility (CoR) legislation and compliance with Heavy Vehicle National Law (HVNL)
- Integration with ("SS") SMS and compliance with Work Health and Safety legislation
- Relationship of the SMS to the organisation's Compliance/Procedures Manual
 - SMS outlines the responsibilities, accountabilities, requirements and functions for the management of safety (e.g., Safety Investigations)
 - Compliance /Procedures Manual details the specific procedures and methodologies to undertake the individual SMS functions (e.g., Safety Investigations procedures)
 - User application and amendments.

2. Heavy Vehicle Safety Policy and Objectives

Safety and Compliance

Safety policy includes:

- Primary objective - Eliminating and/or minimising of the risk to the public, infrastructure and safety of personnel, So Far As Is Reasonably Practicable (SFAIRP)
- Recognition of the heavy vehicles task and function in support of operations
- Recognition and acceptance of safety duties and responsibilities under the Heavy Vehicle National Law (HVNL)

- Provision of appropriate human and financial resources to meet heavy vehicle safety and compliance obligations
- Adoption of Just Culture principles and processes
- Establishing clear heavy vehicle safety accountabilities and responsibilities
- Compliance with all relevant HVNL and related legislation (WHS etc.)
- Establishing measurable objectives and targets to continually improve heavy vehicle safety performance
- Providing appropriate training, guidance, and supervision to all heavy vehicle safety critical personnel and subcontractors
- Integration with Work, Health and Safety obligations
- Encouraging all staff to identify hazards and report safety concerns embracing Just Culture principles
- Continuous improvement and safety promotion.

Accountabilities and Responsibilities

- Executive officer/Executive
- Safety / Compliance Manager
- Manager/Supervisor
- Personnel undertaking the transport task
- Contractors
- Other parties in the Chain of Responsibility.

SMS Documentation

Document control system description:

- Electronic/Manual systems
- Type of document
- Document Business Name
- Issue date
- Revision number
- Description
- Review cycle and date
- Document owner
- Notes
- Access and availability of documents
- Ensuring documents and records for all systems are up to date.

Safety Data Security and Integrity

Confidentiality and Personal data integrity:

- Storing confidential safety related data securely with systems in place to prevent data breaches, including administrative measures to ensure the data is protected
- Access – to whom, for what purpose, analysis
- Availability to regulatory authorities - circumstances
- Confidential Data includes but is not limited to:
 - Employee details including communications, disciplinary matters, records, assessments
 - Staff medical assessment reports
 - Investigation interviews

- Drug and Alcohol testing
- Licence information
- Contractor and staff licence details
- Addresses, phone numbers, email address.

[\(Compliance/procedures manual reference - TBA\)](#)

3. Safety Risk Management

Establishment of, or amendment to, an organisational Risk Management Framework to incorporate heavy vehicle risk descriptors and control mechanisms to address, as a minimum, the following primary heavy vehicle risks:

- Fatigue and fitness for duty
- Mass management
- Loading and restraint
- Speed management
- Vehicle roadworthiness.

[\(Compliance/procedures manual reference - TBA\)](#)

Hazard and Incident Reporting, Recording, and Investigation

An incident reporting, recording, and investigation process will incorporate the following:

- Just culture principles and methodologies
- Mechanism to ensure hazards and incidents can be effectively reported
- Feedback and communication
- An incident/accident reporting and investigation process
- An incident/accident register
- Non-compliance register.

Hazard Identification

Hazards will be actively identified across all aspects of heavy vehicle operations and include the following processes:

- Formal periodic and triggered risk assessments
- Reporting of actual and potential hazards through the ("BUSINESS NAME") reporting process
- Reports of non-compliance with the HVNL
- Job Safety Analysis (JSA) and other regular assessments
- Risk assessment of all hazards and incidents – daily/weekly/triggered
- Audit findings
- Incident investigation outcomes and findings
- Change management initiatives.

Risk Assessments and Mitigation

Utilising the ("BUSINESS NAME") Risk Framework all heavy vehicle transport risks will be identified, assessed and managed, So Far As Is Reasonably Practicable (SFAIRP).

Risk assessment and mitigation procedures include:

- Risk assessments conducted utilising a structured and systemic process encompassing ISO 31000 standards
- A dedicated heavy vehicle Risk Register will be developed and documented. It will be updated as a result of:
 - a biannual review
 - the identification of a new safety hazard or incident
 - audit or investigation findings or
 - change of business activity.
- All transport tasks and associated risks including, but not limited to:
 - speed
 - fatigue
 - mass
 - dimensions and loading
 - roadworthiness
 - contractors
 - compliance with the HVNL
 - non-transport roles and tasks that have the potential to impact upon any of the above risks (e.g., risk of fatigue due to undertaking long hours or physical work).

[\(Compliance/procedures manual reference - TBA\)](#)

Heavy Vehicle Emergency and Incident Response Plan (EIRP)

The Emergency and Incident Response Plan shall be developed to ensure emergencies are responded to in a timely, professional and appropriate manner and should include:

- The scope and nature of EIRP
- Emergency contacts for key personnel as well as emergency services
- Emergency procedures and communications
- Responsible persons and their role(s) in an emergency
- Immediate and ongoing management requirements
- Training of key personnel
- Termination of the emergency response and immediate actions
- Reporting and post implementation review
- Review of the EIRP.

[\(Compliance/procedures manual reference - TBA\)](#)

4. Heavy Vehicle Safety Implementation

Heavy Vehicle Staff Health and Wellbeing

Staff health, wellbeing and fitness for duty is a key element of the safety policy and objective of ("BUSINESS NAME"). The following are essential commitments of both the ("BUSINESS NAME") and its safety critical personnel:

- An acknowledged commitment to heavy vehicle safety, staff and contractors who interact with heavy vehicles on behalf of ("BUSINESS NAME")
- ("BUSINESS NAME") is committed to assisting drivers and staff manage medical conditions which may limit their ability to drive or carry out their heavy vehicle responsibilities

- All drivers undertake a medical every two years with an appropriately certified practitioner knowledgeable in the requirements for heavy vehicle transport operations
- ("BUSINESS NAME") maintains a record of the medical fitness of all drivers
- A daily pre-start fitness check and signed declaration requiring the driver or equipment operator to be free from the effects of drugs or alcohol
- ("BUSINESS NAME") and its heavy vehicle personnel are committed to a drug and alcohol-free working environment.

(Compliance/procedures manual reference - TBA)

Drugs and Alcohol

Drugs and alcohol have a detrimental impact on the health and safety of not only those affected but all staff, contractors and the public with whom they interact. In order to protect the wellbeing of all persons and property the following requirements apply:

- Staff and contractors are free from the influence of drugs and/or alcohol when reporting for work and whilst at work
- A driver will ensure that they are compliant with all aspects of the HVNL including having a zero-alcohol level when in charge of a heavy vehicle
- Regulatory requirements relating to drug and alcohol consumption in respect to the operation of vehicles (heavy and light), machinery and plant and equipment will be complied with at all times
- Education and training are provided for all new and existing staff in relation to drugs and alcohol in the workplace
- A drug and alcohol assistance program will be available to all employees
- Staff and others at the workplace are made aware that the use or possession of illegal drugs is a police matter and may involve criminal penalties
- Any person who has safety responsibilities under the HVNL in respect to a heavy vehicle may be subject to random and triggered alcohol and/or drug testing. An adverse result may result in sanctions or restrictions on future employment and/or referral to regulatory authorities.

(Compliance/procedures manual reference - TBA)

Non- Compliances

All non-compliances with the HVNL must be reported and recorded in the "Non-Compliance Register". In addition, a driver of a heavy vehicle will advise their supervisor of any enforcement actions taken in regard to their driving, the vehicle or loading. The supervisor/manager to whom they report will ensure that this is recorded in the Driver Registry.

("BUSINESS NAME") management will monitor all non-compliances to actively ensure that wilful, reckless or repetitive breaches of the HVNL are managed and do not impact upon operations or the safety of its staff contractors or the public.

(Compliance/procedures manual reference - TBA)

Speed Management

Speed management for the purpose of this section includes driving at a speed appropriate to the vehicle, task, load, road and conditions.

Appropriate speed management is a key component of heavy vehicle safety. (“BUSINESS NAME”) will actively monitor the speed of their vehicles and manage the risks associated, SFAIRP, by:

- Promoting safe driving by ensuring driver schedules and business practices do not cause or encourage drivers to speed or drive recklessly
- Not condoning speeding or driving recklessly under any circumstances
- Providing training on speed management and speed limiters (where applicable)
- Monitoring of speed recording devices including Electronic Work Diaries (EWD), telematics, GPS and any other fitted device
- Maintaining a register of speed non-compliance
- Ensuring that tampering with any vehicle speed limiter or other recording device will be considered unacceptable and sanctions applied
- Driver interventions in regard to repetitive or reckless behavior.

[\(Compliance/procedures manual reference - TBA\)](#)

Fatigue Risk Management System (FRMS)

Fatigue risk management system includes:

- A commitment to the management of fatigue for all heavy vehicle safety critical personnel including contractors
- Appropriate scheduling of non- heavy vehicle related work and recognition of the potential impact on driver fatigue and HVNL safety duty responsibilities
- Where possible appropriate rest facilities are provided for drivers and contractors
- Ensuring driver rosters and schedules do not cause or encourage drivers to drive while impaired by fatigue or in breach of maximum work and minimum rest hours
- Driving and rest hours are accurately recorded, reviewed and stored in accordance with the HVNL
- A NHVR Written Work Diary is provided to, and used by, all drivers of fatigue regulated vehicles unless recorded by an EWD.
- Education regarding recognition of fatigue, its impact and management is provided to all heavy vehicle safety critical personnel
- Appropriate methodologies and contingencies are in place for unscheduled disruptions to work including emergencies
- Encouraging drivers and those in the Chain of Responsibility to stop or refuse work if fatigued
- Review of the FRMS is undertaken annually.

[\(Compliance/procedures manual reference - TBA\)](#)

Mass, Dimension and Loading / Load Restraint

A mass, dimensions and loading system will be maintained by (“BUSINESS NAME”) to ensure vehicles are, SFAIRP, safely loaded and compliant with the HVNL. A review of the systems will be undertaken annually or when new vehicles, equipment, tasks of operating requirements are introduced.

Mass management

The (“BUSINESS NAME”) mass management system is maintained to ensure the mass of the vehicle and the distribution of the load is compliant with the HVNL and vehicle certification limits and includes:

- All personnel associated with loading and determining the mass limits of the vehicle are appropriately trained and knowledgeable
- All weights of vehicles, trailers, equipment and loads are known or there is a system for weighing or establishing the weight to ensure vehicles are not overloaded
- A system for determining load distribution to ensure it is compliant with the HVNL
- A process to record the weight and distribution of the load
- Drivers know the maximum and actual weight of the vehicle when it is loaded and they carry a copy of the recorded load, weight and distribution.

Dimension management system includes:

- Drivers
 - know the height and width of the vehicle they are driving
 - are knowledgeable of any route restrictions such as low height bridges or tunnels with restricted access under the HVNL
 - are aware of any route limitations which may limit access due to mass or dimensions of the vehicle
 - are made aware of any conditions that are in a notice or permit and a copy of the permit is kept in the vehicle
- Vehicles that are outside of designated dimensions are appropriately signed and/or escorted. In accordance with the HVNL.

[\(Compliance/procedures manual reference - TBA\)](#)

Loading and load restraint system includes:

- Where possible, vehicles are loaded and unloaded in pre-qualified, designated areas to ensure safe loading and unloading
- Comprehensive procedures and guidance, including the Load Restraint Guide, are known and accessible to drivers, loaders and supervisors
- All personnel associated with ensuring loads are restrained have been appropriately trained
- Loads are restrained in accordance with the Load Restraint Guide (as updated by the National Transport Commission)
- Appropriate load restraint mechanisms and are readily available and in good working condition
- Drivers are instructed on using appropriate driving methods to minimize the risk of the load moving and the impact weather may have on their load (soil, mulch, livestock etc.)
- Appropriate documentation in respect to the load, including Container Weight Declarations, (CWD) are provided to, and carried by, the driver
- Drivers periodically check the load and restraint during a journey.

[\(Compliance/procedures manual reference - TBA\)](#)

Vehicle Maintenance

A heavy vehicle roadworthiness and maintenance system is maintained for all vehicles and trailers and reviewed, as a minimum, every 24 months.

Vehicle maintenance system includes:

- Scheduled and unscheduled maintenance is carried out on all vehicles by approved providers to maintain their roadworthiness

- External maintenance providers are appropriately qualified and undergo a pre-approval process prior to use unless in an emergency
- A vehicle Fault/Defect Register is maintained and monitored to ensure faults are known and fixed in a timely and effective manner
- Drivers carrying out a daily safety inspection (Prestart Check) of vehicles and trailers prior to driving
- Any fault (pre- or post-start) that the driver considers may compromise the safety or roadworthiness of the vehicle is reported, recorded in the Fault/Defect register
- All faults are assessed as to their potential impact on the safety of the transport task and appropriate action taken
- The Supervisor/manager responsible for vehicle maintenance and/or vehicle repairer assesses all faults that are reported and action to be taken
- All repairs are recorded including who carried them out and what was done.
- Vehicles are made available for routine servicing as close as practicable to the prescribed intervals using OEM recommendations
- All vehicles undergo an annual Roadworthiness Compliance Inspection by a suitably qualified mechanic
- Speed limiters on all heavy vehicles are routinely checked for defects or tampering.

(Compliance/procedures manual reference - TBA)

Contractor Engagement

Under the HVNL and the associated safety duties contractors involved in the heavy vehicle task are both part of the Chain of Responsibility. As such there is an obligation on them to manage their transport risks and on ("BUSINESS NAME") to ensure that they are doing so.

All contractors must be pre-approved prior to undertaking any work on behalf of the organization.

("BUSINESS NAME") manages contractor engagement through a system that includes:

- Pre-approval process that:
 - Identifies systems and processes that the contractor has in place to ensure they comply with their CoR obligations and the HVNL (SMS, risk management, licences, maintenance requirements etc.)
 - Identification of risks associated with engaging that contractor with suitable action taken to address the risks
 - Signed declaration agreeing to operate in accordance with ("BUSINESS NAME") SMS and associated WHS requirements
 - Agreement to disclose all incidents, breaches of the HVNL and hazards that arise in the course of their engagement
- Contracts or agreements do not cause or encourage a contravention of the HVNL
- Contracts do not encourage breaches relating to speed, fatigue, mass, and dimension, loading and heavy vehicle safety standards
- A process by which issues can be communicated and resolved effectively and in a timely manner
- ("BUSINESS NAME") employees will be trained and required to report and/or intervene prevent the movement of a contractor's vehicle if it has the potential to cause a risk to safety.

A review should be conducted, including an audit undertaken, annually to provide assurance that the contractor is meeting its safety obligations.

(Compliance/procedures manual reference - TBA)

5. Safety Promotion, Training and Education

Safety Consultation and Communication

Safety consultation and communication includes:

- (“BUSINESS NAME”) will identify and establish appropriate methods of communication to ensure all staff and contractors can access safety related information
- All staff, contractors, and supply chain partners, as appropriate, will be consulted in the process of developing policies and procedures, hazard identification and risk assessments and the management of change as it effects their safety obligations and responsibilities
- Outcomes of any risk assessments carried will communicated to staff and any contractors using a suitable method with a record maintained to identify that each staff member and contractor received the information
- The outcomes, learnings and actions resulting from audits and investigations will be deidentified and shared to ensure all parties are aware and to encourage participation.

Just Culture and Employee Empowerment

To promote a positive safety culture and empower employees to participate the following will apply:

- Just Culture principles will be communicated and apply to all aspects of work including defining what constitutes acceptable and unacceptable behaviors
- Acknowledgement that consequences apply to unacceptable behaviors
- Staff are encouraged to report unacceptable behaviors, hazards and incidents which have the potential to cause harm to the organization and the regulator (if required)
- All investigations and audits observe the rules of natural justice and procedural fairness
- Ensuring all parties in the Chain of Responsibility actively accept, and are supported in undertaking their safety duties and responsibilities.

Training and Education

(“BUSINESS NAME”) is committed to ensuring all personnel have been trained and have the most recent information and guidance available to enable them to undertake their responsibilities in the most effective and safe manner. To this end training and education specific to roles and responsibilities will include:

- All personnel who interact with a heavy vehicle will receive CoR awareness training to ensure awareness of their safety duties and responsibilities
- The establishment of a training needs analysis (TNA) associated with each safety critical role
- Induction training – prior to undertaking a role, task or function
- Recurrent training – every 24 months or sooner if a task, role or methodology changes
- Records of training, education and competencies for all staff are maintained including verification by the trainee of their attendance and competency
- A record of training is maintained and reviewed
- Contractors are provided with information and/or training about (“BUSINESS NAME”) policies and procedures, including those relating to heavy vehicle safety and fatigue management relevant to tasks they undertake.

In addition, a register of drivers (category of licences, expiry dates and regulatory breaches) will be maintained and reviewed regularly to ensure the information is current.

[\(Compliance/procedures manual reference - TBA\)](#)

6. Safety Assurance

Safety assurance incorporates policies and procedures that constantly interrogate the SMS and supporting procedures and systems to ensure appropriate levels of safety performance are being maintained.

Importantly it also provides a mechanism for the reporting of key performance indicators and risks which management and the executive can utilise for strategic planning, direction and to demonstrate compliance with CoR obligations.

In addition to the existing (“BUSINESS NAME”) assurance program the following components will apply to heavy vehicle operations:

1. Operational audits
2. Incident investigations
3. Safety performance monitoring
4. Executive reporting and feedback.

[\(Compliance/procedures manual reference - TBA\)](#)

Operational Audits

Audits are essential in maintaining the integrity and effectiveness of (“BUSINESS NAME”) SMS and ensuring compliance with operational procedures.

An audit may be a scheduled audit or one that is triggered as a result of an incident or loss of confidence in the system. A scheduled audit of all aspects of heavy vehicle operations and the systems that support them must be conducted biennially.

The following processes will be audited to ensure that the existing heavy vehicle safety system and procedures are functioning as designed and are appropriate to the tasks undertaken and risk associated:

- Safety performance monitoring
- Heavy vehicle safety critical (COR) roles and responsibilities
- Record keeping – training, licencing, fatigue, roadworthiness
- Management and monitoring of the four key heavy vehicle risk factors
- Adherence to safety systems, procedures and processes
- Contractor engagement and management
- Incidents, corrective actions and continuous improvement.

All audits must be conducted by a qualified safety auditor with a knowledge of heavy vehicle operations with all findings and actions documented and recorded.

[\(Compliance/procedures manual reference - TBA\)](#)

Incident Investigations

The investigation of incidents or potential incidents is integral to the continuous improvement of SMS and the maintenance of safety standards at (“BUSINESS NAME”).

All incidents and non-compliances will be risk assessed to determine existing and potential risk. This will enable appropriate decision making in respect to:

- Limiting further exposure
- The need for an investigation
- The level of investigation required and resources
- The investigating authority (local or independent) and skillset
- Immediate reporting and escalation requirements (internal and regulatory).

An investigation of a heavy vehicle related incident or potential incident, for the purposes of determining causal factors, may be triggered by any of the following:

- As directed by the Safety Committee, Safety Manager or responsible Executive
- An incident resulting in, or having the potential to result in, serious injury or fatality
- An incident resulting in, or having the potential to result in, significant damage to or loss of property, assets or organisational capability
- An adverse trend in, or recurrent nature of, the event
- Potential or actual significant detrimental public perception or media coverage as a result of an incident
- The potential safety value to be gained
- The risk of not investigating.

An investigation will include, as a minimum, the following:

- Formal Investigation process incorporating Human Factors (HF) and Just Culture principles
- Suitably qualified, independent personnel trained in the conduct of system safety investigations with knowledge of heavy vehicle operations
- An examination of the system within which the incident occurred or could have occurred
- Identification and reporting of causal factors and contributing causal factors
- Identification of non-conformances (regulatory and/or procedural)
- Investigation report outlining the event, data collected, evidence evaluation and analysis, recommendations and corrective action assignment
- Corrective actions - recorded, assigned, communicated and incorporated into procedures
- Verification of corrective action implementation.

While an investigation's primary function is for the purpose of safety, it may apportion responsibility if appropriate and in accordance with just culture principles. However, if responsibility is apportioned, it will not be the role of the investigator determine what action, if any, is taken. The results of the investigation will be forwarded to the appropriate organisational authority and any action will be applied under Just Culture protocols.

[\(Compliance/procedures manual reference - TBA\)](#)

Safety Performance Monitoring and Reporting

Safety performance metrics and reporting are essential to continuous improvement and an effective SMS. They provide a methodology for oversight and due diligence by the board, executive and senior management of the organization. (“BUSINESS NAME”) will develop appropriate and effective heavy vehicle safety metrics for the purpose of collection, analysis and reporting to support safety performance monitoring.

Heavy vehicle safety performance monitoring will be incorporated into the (“BUSINESS NAME”) safety monitoring process and include the following key elements:

- Clear and achievable objectives
- Incident and non-compliance reports and risk status
- Four primary heavy vehicle risks status reports including:
 - Roadworthiness
 - Mass, Dimensions and Load Restraint
 - Fatigue
 - Speed monitoring
- Heavy vehicle training and competency status
- Drug and alcohol monitoring and testing results
- Audit status and outcomes
- Incident investigations and outcomes
- NHVR regulatory interaction/intervention and reporting.

Reports detailing safety performance should be compiled and reviewed monthly by managers and, as a minimum, be reported quarterly to the Board/Executive with minutes of discussions and actions recorded and retained.

[\(Compliance/procedures manual reference - TBA\)](#)

7. Continuous Improvement and the Management of Change

Change Management

Change occurs constantly in all organisations. The heavy vehicle task is a dynamic environment with changes to regulations, technology and existing and emerging risks.

(“BUSINESS NAME”) recognise that change may be disruptive to the heavy vehicle services and tasks it undertakes and will mitigate the impact through its Change Management process including:

- Proactively identifying hazards, assessing related safety risks and implementing controls to manage the risks associated with a change
- Communication and consultation with staff to ensure they understand the need, the impact and the timeframe associated
- Reviewing any policy and procedure which may be impacted by the change to ensure they remain appropriate
- Communication with staff and other parties who may be affected by the change to ensure they can participate in the change process.

[\(Compliance/procedures manual reference - TBA\)](#)

Continuous Improvement

Continuous improvement is the mainstay of an evolving mature safety management system. Without improvement a SMS will stall and fail to deliver the safety outcomes that were envisaged.

The (“BUSINESS NAME”) continuous improvement process includes:

- Ensuring safety performance indicators are clearly defined and are known to all staff and contractors

- Continually improving the overall effectiveness of the safety management system and safety performance through reporting, monitoring and assessing outcomes
- The continuous updating of systems and procedures to reflect the outcomes of audits, investigations and risk management processes
- Encouraging all staff and subcontractors to contribute ideas, raise safety concerns or issues, to continually improve the safety of organisation's transport activities
- Organisational commitment to providing access to training and technologies that support the transport task.