

Activity List

Type	Activity	Notes
Foundation Activities	1 – Developing organisational safety capability 2 – Ensuring Executives understand the business 3 – Establishing policies and procedures 4 – Recruiting and employing (all employees) 5 – Training employees 6 – Managing fitness to work 7 – Working with other businesses 8 – Monitoring and Assurance 9 – Sharing information 10 – Making agreements	
Managing Drivers	11 – Recruiting and employing heavy vehicle drivers 12 – Managing driver health 13 – Managing driver fatigue 14 – Managing distraction and inattention 15 – Training drivers 16 – Equipping drivers 17 – Using monitoring devices and safety systems	
Vehicles And Equipment	18 – Vehicle procurement and fleet management 19 – Maintaining vehicles and equipment 20 – Equipping and modifying vehicles	
Premises	21 – Design and characteristics of loading / unloading premises 22 – Managing loading and unloading premises	
Operations	23 – Arranging for the transport of goods 24 – Arranging for a vehicle to perform a task	
Journey Planning	25 – Allocating a driver to a driving task 26 – Scheduling transport tasks 27 – Route planning and selection 28 – Allocating or accepting a vehicle for a transport task 29 – Accepting transport tasks as an owner driver	
Loads, Loading, Unloading	30 – Manufacturing and packaging goods 31 – Loading 32 – Restraining loads 33 – Unloading	

Type	Activity	Notes
	34 – Measuring, communicating and monitoring mass	
	35 – Measuring, communicating and monitoring dimension	
	36 – Operating a weighbridge	
Additional Sector Specific Controls	37 – Arranging for the collection and transport of livestock	
	38 – Running an on-line freight platform	
	39 – Operating on and around construction sites	
	40 – Recovery vehicles and operations	
	41 – Transporting dangerous goods or explosives	
	42 – Packing and restraining goods in shipping containers	
	43 – Importing goods in shipping containers	
	44 – Transporting shipping containers	
	45 – Managing premises where shipping containers are loaded and/or unloaded	

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Hazard List

Category	Hazard	Notes
H1 – Hazards to heavy vehicle drivers – other than vehicle crashes	H1a – Aggressive bus passengers H1b – Powerlines at loading or unloading premises H1c – Equipment / machinery at loading or unloading premises H1d – Traffic near stopping places on roadways H1e – Auxiliary vehicle equipment H1f – Remote or isolated work H1g – Vehicle fumes in vehicle cabin H1h – Vehicle fumes in loading or unloading premises	
H2 – Negligent or dangerous driving behaviours	H2a – Heavy vehicle driver intentionally disregards speed limits or speed recommendations H2b – Heavy vehicle driver consumes alcohol or illicit drugs H2c – Heavy vehicle driver intentionally or knowingly drives while fatigued H2d – Heavy vehicle driver drives recklessly H2e – Heavy vehicle driver disables or allows disablement of safety technology H2f – Heavy vehicle driver drives while unsafely interacting with phone or device H2g – Heavy vehicle driver intentionally fails to maintain safe following distance	
H3 – Driver skill and competence	H3a – Driver not current, competent or supported to drive well H3b – Driver misjudges appropriate speed for prevailing conditions	
H4 – Driver performance or impairment	H4a – Driver is impaired by Fatigue H4b – Driver's mental health impacts fitness to drive H4c – Driver's physical health impacts fitness to drive H4d – Driver is impaired by alcohol or other drugs H4e – Driver fails to maintain attention to driving task due to monotony or boredom H4f – Driver's attention is diverted from driving task due to secondary tasks or distraction	
H5 – State or condition of vehicle	H5a – Vehicle poorly maintained H5b – Vehicle not configured to protect driver or passengers in crash H5c – Vehicle configuration limits driver's view of vulnerable road users H5d – Vehicle emissions, fuel and oil leaks H5e – Vehicle safety systems or components not functioning as intended or designed H5f – Vehicle lacks appropriate auxiliary equipment H5g – Safety systems in trailers and prime movers not compatible H5h – Combination of prime mover and trailers is not safe	

Category	Hazard	Notes
	H5i – Vehicle is not appropriate for the task	
H6 – Load restraint equipment	H6a – Lashings and tensioners inadequate for loads H6b – Attachment points, blocking structures, curtains are not adequate for forces H6c – Equipment (pumps, hoses, outriggers, etc.) lack locking mechanisms. H6d – Containment equipment not adequate for load H6e – Storage compartments not adequately secured	
H7 – Load restraint	H7a – Load not adequately restrained H7b – Goods are poorly packaged or consolidated H7c – Remainder of load not adequately restrained after partial delivery H7d – Goods inside shipping containers not packed or restrained appropriately H7e – Loose items or luggage inside driving or passenger compartments of vehicle	
H8 – Nature of load	H8a – Hazardous contents in load are not known or identified H8b – Waste load contains lithium-ion batteries H8c – Load contains hazardous materials H8d – Load contains environmental contaminants H8e – Load contains exotic vertebrates or invertebrates H8f – Load contains parasites, weeds, seeds, infectious material H8g – Load contains materials harmful to human health	
H9 – Oversize Loads	H9a – Over dimension vehicle H9b – Over mass vehicle	
H10 – Loading and Unloading Premises	H10a – Traffic congestion or queuing vehicles outside premises H10b – Loading and unloading machinery and equipment H10c – Bullying, harassment, threats, abuse H10d – Loader/unloader is not competent or adequately trained	
H11 – Organisational or Commercial Hazards	H11a – Drivers are paid in a way which encourages unsafe behaviour. H11b – Safety is not integrated in commercial arrangements H11c – Businesses with different standards, systems, procedures working together H11d – Inconsistent requirements and lack of transparency in multi-layered contracts	

Category	Hazard	Notes
	H11e – Contract terms not adjusted when operating conditions change	
	H11f – Criminal infiltration or blackmail	
	H11g – Heavy vehicle operations are not the core business of organisation	
	H11h – Organisational structure and systems do not adequately support heavy vehicle operations	
	H11i – Executive/management have little understanding of heavy vehicle operations	
H12 – External, Environmental, or Infrastructure Based Hazards	H12a – Driving behaviour of other road users	
	H12b – Negative interactions or conflict with other road users	
	H12c – Roads in poor condition	
	H12d – Restricted roads and access	
	H12e – Rail overpasses	
	H12f – Level crossings	
	H12g – Lack of adequate rest areas	
	H12h – Traffic congestion	
	H12i – Lack of space in built up areas	
	H12j – Natural disasters, weather, animals on roads	
	H12k – Steep descents	

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1 – Developing organisational safety capability	<p>1.1 - Demonstrate a commitment to safety throughout the business.</p> <p>1.2 - Establish clear expectations of acceptable and unacceptable behaviour for all employees, including managers and executives, to promote accountability and support high safety capability.</p> <p>1.3 - Encourage employees to take personal responsibility for their own safety and that of their co-workers and the public.</p> <p>1.4 - Keep employees informed and focused on risks associated with heavy vehicles, and the principles of safety management.</p> <p>1.5 - Identify and manage psychosocial hazards that affect heavy vehicle safety</p> <p>1.6 - Promote open discussions about safety amongst all employees and executives of the business and create opportunities for communication from top-down, bottom-up and between employees.</p> <p>1.7 - Train and empower workers to identify and promptly report safety issues.</p> <p>1.8 - Establish effective channels for directly reporting safety issues to the business, by any person. Instruct all employees, executives, and others how to use them.</p> <p>1.9 - Respond positively to all reports in a timely manner regardless of their seriousness or appropriateness.</p> <p>1.10 - Assess and investigate reported incidents, issues and hazards promptly and thoroughly, seeking input from relevant people or parts of the business.</p> <p>1.11 - Inform employees about reported issues which represent a genuine risk or need additional controls. Provide information about proposed solutions, interim measures and timelines for implementation.</p> <p>1.12 - Monitor, measure and report on how well the business identifies and rectifies safety issues.</p> <p>1.13 - Train and empower all workers to respond immediately when they become aware of a serious safety risk.</p> <p>1.14 - Involve employees with community programs or initiatives to promote public safety and a sense of belonging.</p> <p>1.15 - Demonstrate and explain your business' approach to safety to your business partners and clients and encourage them to provide input and feedback.</p> <p>1.16 - Incorporate procedures and safety performance indicators into agreements with other businesses to identify and resolve safety issues together.</p>	
2 – Ensuring executives understand the business Premises	<p>2.1 - Ensure executives are provided information to enable them to understand the Executive Duty and how to carry out due diligence specifically in relation to heavy vehicle safety.</p> <p>2.2 - Ensure executives have training in risk identification and safety management.</p> <p>2.3 - Ensure executives have, or have access to, comprehensive, detailed knowledge of the business' activities, how it works with other businesses, and the operational environment.</p> <p>2.4 - Ensure executives and managers have oversight of employee training sessions so they learn what their employees know and do.</p>	

Activity	Controls	Notes
3 – Establishing policies and procedures	3.1 - Develop a CoR Policy for the business. 3.2 - Develop other policies and procedures to guide how transport activities are to be performed.	
4 – Recruiting and employing (all employees)	4.1 - Recruit for attitude and behaviour as well as skills. 4.2 - Ensure referee checks ask specific questions about the applicant's commitment to safety and adherence to safety policies. 4.3 - Require referees to disclose any non-work connection with the applicant and ensure that they directly supervised or worked with the applicant.	
5 – Training employees	5.1 - Allocate appropriate time and resources for training. 5.2 - Set aside time in individual employees' rosters, and in the whole-of-business calendar, for employees to participate in training – whether as trainer or trainee. 5.3 - Assess competency requirements, training needs and training resources. 5.4 - Identify the best external resources for delivering formal training, and the most effective way to train within the business. 5.5 - Put training into practice. 5.6 - Cater to the learning needs of employees. 5.7 - Ensure all employees undergo induction and recurrent training that is specific to their safety responsibilities. 5.8 - Provide training to all employees about policies and procedures in place in the business and how they should be followed when performing work. 5.9 - Provide training to all employees about how the business manages safety in its transport activities and is doing what is required as a party in the CoR. 5.10 - Conduct on-the-job supervised training and assessment of competency. 5.11 - Supervise inexperienced workers. 5.12 - Ensure all employee qualifications or certifications remain current in undertaking their responsibilities. 5.13 - Provide ongoing training. 5.14 - Maintain training records. 5.15 - Involve business partners in training your employees and vice versa. 5.16 - Provide training to all employees about the impact of delay or time pressure on drivers' fitness to drive, and the effect of fatigue upon driver competence. 5.17 - Provide training or information to other CoR Parties about how their actions and inactions can affect the safe operation of heavy vehicles.	

Activity	Controls	Notes
6 – Managing fitness to work	<p>6.1 - Implement a plan to manage employees experiencing conditions which may cause them to be unfit for work.</p> <p>6.2 - If the employee is driving a heavy vehicle and there is concern about their condition and ability to operate safely, they should not drive or should cease driving immediately.</p> <p>6.3 - If the employee is also a heavy vehicle driver, ensure their reporting obligations to the relevant driver licensing authority are understood.</p> <p>6.4 - Train employees about fitness for work.</p> <p>6.5 - Empower employees to assess their fitness for work before and during shifts and to speak up about issues which may affect their performance over the length of a scheduled shift.</p> <p>6.6 - Implement measures which support employee mental health.</p> <p>6.7 - Promote a healthy lifestyle.</p> <p>6.8 - Require medical clearance after an incident.</p> <p>6.9 - Include terms in employment contracts requiring employees in safety critical roles to submit to drug and alcohol testing throughout the employment period.</p> <p>6.10 - Implement drug and alcohol testing to manage fitness to work for employees in safety critical roles.</p> <p>6.11 - Empower a driver to stop driving when unfit to drive.</p> <p>6.12 - If a driver identifies that they are unfit to drive, or will become unfit, substitute another driver.</p> <p>6.13 - Enlist business partners to monitor and immediately report a driver who is unfit to drive.</p>	
7 – Working with other businesses	<p>7.1 - Consider whether your business partner demonstrates a commitment to safety, collaboration and communication.</p> <p>7.2 - Consider whether your business partner monitors its own operations and the effectiveness of its procedures.</p> <p>7.3 - Consider whether your business partner offers employment terms conducive to safety.</p> <p>7.4 - For ongoing or longer-term relationships, take sufficient time to find out more detail about your business partners' operations.</p> <p>7.5 - Determine the resources or services your business needs and choose business partners with the capacity to provide them safely.</p> <p>7.6 - Work with your business partners to assess the risks arising from the transport activities you are undertaking together.</p> <p>7.7 - Work with your business partners to identify what tasks you will each be performing, and what controls each of you already have in place to eliminate or minimise each risk.</p> <p>7.8 - Work with your business partners to decide whether new controls will be required, which business will implement which controls, and what monitoring and assurance will be required to understand if controls are operating effectively.</p> <p>7.9 - Consider safety and other factors, not just price, when deciding which other businesses to work with.</p>	
8 – Monitoring and Assurance	<p>8.1 - Include provisions in agreements that facilitate assurance.</p> <p>8.2 - Use a combination of methods to obtain assurance.</p> <p>8.3 - Use audits or internal reviews as part of the assurance process.</p>	

Activity	Controls	Notes
	8.4 - Adapt assurance requirements as circumstances change. 8.5 - For each control implemented to manage a hazard, decide what "success" looks like. 8.6 - Decide what can be measured, assessed, or analysed from the information gathered about controls.	
9 - Sharing information	9.1 - Determine the information you need to carry out your transport activities safely. 9.2 - Consult with other businesses to work out what information they require from you, so that both businesses can carry out their transport activities safely. 9.3 - Develop resources and processes for sharing useful information. 9.4 - Provide dynamic information to other parties as soon as possible. 9.5 - Ensure that information which is time critical for safe operations has been received by the relevant party. 9.6 - Find a way that multiple parties can share information in real time. 9.7 - Share information about trips and loads with multiple parties. 9.8 - Review and analyse information, in consultation with other parties, and find ways to improve planning and address safety breaches. 9.9 - Store information in ways that allow it to be readily accessed for monitoring and review.	
10 – Making agreements	10.1 - Ensure agreements do not contribute to safety risks. 10.2 - Ensure the terms of an agreement will enable your business to operate safely and productively. 10.3 - Ensure payment amounts reflect the cost of undertaking the transport task safely. 10.4 - Afford rights or obligations necessary for safe operations. 10.5 - Create obligations to share or report information. 10.6 - Afford rights to be provided with information and documentation, to visit sites, to speak to workers, to inspect vehicles or loads, and obligations to meet reasonable requests. 10.7 - Establish clear expectations of how work will be done and what functions employees of each business will perform. 10.8 - Agree on common terminology, communication channels and contingency plans. 10.9 - Include terms that will improve the safety of operations. 10.10 - Include scheduled contract review dates, or state conditions, such as changes in the economic, regulatory, or operating environment, in which performance of the contract may be reviewed or varied. 10.11 - Include terms ensuring sub-contractors meet the same safety standards and information sharing obligations as contractors. 10.12 - Establish common standards, information sharing mechanisms and access to information for each business in a multi-layered contract arrangement.	

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Activities and Controls – Journey Planning

Activity	Controls	Notes
25 – Allocating a driver to a driving task	<p>25.1 - Obtain information about drivers' licensing, skills, and experience, including non-driving skills.</p> <p>25.2 - Confirm details of the transport task.</p> <p>25.3 - Establish whether there are further competencies, experience, or knowledge required by the driver.</p> <p>25.4 - Only allocate drivers to a task if they are competent to drive the relevant vehicle.</p> <p>25.5 - Assess a driver's present and anticipated level of fatigue and fitness for duty, including their record of work and rest hours, before allocating them to a driving task.</p> <p>25.6 - Provide drivers with information about the allocated vehicle.</p> <p>25.7 - Provide drivers with information about the load.</p> <p>25.8 - Provide drivers with information about premises they will visit and allow time for them to attend induction sessions where warranted.</p> <p>25.9 - When programming future transport tasks, ensure drivers and vehicles will be suitable to allocate to those tasks.</p> <p>25.10 - Provide information about drivers' future tasks to their scheduler to ensure that longer rest breaks are allowed for in schedules.</p>	
26 – Scheduling transport tasks	<p>26.1 - Provide training to all employees involved in creating rosters and schedules about the risks arising from working while fatigued or speeding and about prohibited requests.</p> <p>26.2 - Include time in driver's schedules for non-driving tasks.</p> <p>26.3 - Include time in vehicle operating schedules for out-of-service tasks.</p> <p>26.4 - Obtain information about driver's present and anticipated level of fatigue and fitness for duty, including their work and rest hours.</p> <p>26.5 - Obtain information about the vehicle, load, origin, route, and destination.</p> <p>26.6 - Ensure the complete task the driver is required to perform is accounted for when establishing the driver's schedule.</p> <p>26.7 - Obtain information about facilities required by the vehicle, driver, passengers, or livestock, and at what stage during the journey they will be required.</p> <p>26.8 - Propose a schedule for the journey which meets the requirements, and which allows drivers to stop and rest at suitable places.</p> <p>26.9 - Ensure schedule allows adequate time for the proposed route to be completed without causing drivers to feel pressured – directly or indirectly – to speed, to drive while fatigued or when unfit to drive, or to breach work and rest hours.</p> <p>26.10 - Make sure the schedule is flexible enough to allow unexpected delays or changes to be managed.</p> <p>26.11 - Consult with other CoR parties about planning loading and unloading times, including potential delays and flexibility.</p> <p>26.12 - Where possible, schedule time slots to minimise driving between midnight and dawn.</p> <p>26.13 - Implement extra fatigue risk management controls for drivers who drive between midnight and dawn.</p> <p>26.14 - Provide information about the schedule to the driver.</p>	

Activity	Controls	Notes
	<p>26.15 - Consult with the driver about the proposed schedule and adjust it to incorporate driver feedback.</p> <p>26.16 - Identify or establish a procedure for communicating with other parties and drivers in real time to allow early notification of issues that will affect the schedule.</p> <p>26.17 - Alert drivers and other parties of delays that will alter the schedule.</p> <p>26.18 - Monitor average journey times and adjust future schedules accordingly.</p> <p>26.19 - Monitor average waiting, loading and unloading times and adjust future schedules accordingly.</p> <p>26.20 - Review the scheduled time for bus routes at regular intervals, including when changes occur to passenger numbers, the road alignment or traffic volumes on the route</p> <p>26.21 - Conduct reviews of trip schedules used for repeated trips.</p> <p>26.22 - Provide feedback to other CoR parties about the suitability of bus routes or schedules.</p>	

27 – Route planning and selection	<p>27.1 - Obtain information about the vehicle allocated to the transport task.</p> <p>27.2 - Obtain information about the load.</p> <p>27.3 - Obtain information about the origin and destination of the journey.</p> <p>27.4 - Obtain information about potential infrastructure hazards such as low bridges or tunnels relevant to the vehicle height.</p> <p>27.5 - Obtain information about facilities required by the vehicle, driver, passengers, or livestock.</p> <p>27.6 - Identify appropriate stopping locations along the route which allow sufficient space for the vehicle to be stopped safely.</p> <p>27.7 - Obtain information about other hazards on the proposed route and assess possible hazards.</p> <p>27.8 - Propose an alternative route to avoid hazards.</p> <p>27.9 - If an alternative route is not practicable, implement suitable controls to manage the risk.</p> <p>27.10 - Propose a route that meets the requirements, on which the vehicle can safely operate, and for which the vehicle and load are authorised.</p> <p>27.11 - For over-size over-mass (OSOM) loads, ensure the permitted route is surveyed to establish whether it is suitable for the overall dimension of the combination transporting the large indivisible item, including swept path and tail swing.</p> <p>27.12 - Establish a procedure for drivers to identify appropriate and safe locations for unplanned stops, or if planned locations are not available.</p> <p>27.13 - Provide information about the route to the driver.</p> <p>27.14 - Implement a system to assist the driver to navigate and remain on the selected route.</p> <p>27.15 - Require drivers to provide feedback on the suitability of the route.</p> <p>27.16 - Conduct reviews of route plans used for repeated trips.</p>
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Activity	Controls	Notes
	27.17 - Ensure drivers, including pilot and escort drivers, are aware of the route conditions of any notice or permit and have access to a copy of the document.	
28 – Allocating or accepting a vehicle for a transport task	28.1 - Obtain information about the mass and dimension limits (such as tare, gross and axle mass limits, widths and lengths) and loading requirements that apply to each vehicle or combination. 28.2 - Obtain information about the load. 28.3 - Obtain information about the schedule and the route, including access conditions and hazards. 28.4 - Obtain information about facilities and conditions at the destination and assess whether the vehicle is suitable. 28.5 - Confirm whether any CoR party has special conditions or requirements in relation to the transport task. 28.6 - Ensure vehicles or combinations have the capability, capacity and equipment to match the mass, dimension, and loading requirements for the transport task. 28.7 - Only allocate (or agree to the allocation of) a vehicle that is suitable for the task. 28.8 - Engage an external transport provider for the task if there is no appropriate heavy vehicle or combination in your own fleet. 28.9 - Provide information about the vehicle allocated to the transport task to the driver and relevant CoR parties. 28.10 - Refuse to undertake the transport task if an appropriate vehicle cannot be allocated to complete the task safely.	
29 – Accepting transport tasks as an owner driver	29.1 - Obtain details of the transport task and whether there are any special requirements. 29.2 - Establish whether there are further competencies or knowledge you require to undertake the transport task. 29.3 - Provide information about your vehicle to other parties to ensure the intended load can be transported safely (and lawfully). 29.4 - Assess your level of fatigue and fitness to drive, including your record of work and rest hours, before agreeing to undertake a transport task. 29.5 - Obtain detailed information about the load. 29.6 - Obtain information about the premises to be visited and allow time to attend induction sessions where required. 29.7 - Only agree to undertake transport tasks for which you and your vehicle or combination have the capability, capacity, and equipment. 29.8 - Ensure the transport task you agree to undertake today doesn't impact your availability to complete any tasks already agreed to for the future.	

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30 – Manufacturing and packaging goods	<p>30.1 - Consider the method of transportation and loading of the item during design, or when specifying packaging methods and materials.</p> <p>30.2 - Design and construct goods and their containers to withstand the forces prescribed in the loading performance standards during transport.</p> <p>30.3 - Use or recommend a packaging method or process that ensures packaged goods are robust enough to withstand handling and transport.</p> <p>30.4 - Use a process to monitor the quality and suitability of packaging material</p> <p>30.5 - Clearly and accurately label palletised goods</p> <p>30.6 - Provide documentation to parties involved in loading and restraining goods.</p> <p>30.7 - Seek feedback from other CoR parties about the design of goods and their containers, and the suitability and performance of packaging materials and methods. Change or improve the type of packaging materials used if problems are identified.</p> <p>30.8 - Communicate changes to products, container design, packaging, processes or resources to relevant CoR parties.</p>	
31 – Loading	<p>31.1 - Ensure employees have access to the equipment required for loading.</p> <p>31.2 - Provide training to employees about how to load vehicles safely.</p> <p>31.3 - Obtain relevant information about the load, its distribution and restraint requirements.</p> <p>31.4 - Obtain information about the vehicle allocated to the transport task.</p> <p>31.5 - Obtain or prepare a loading plan that describes how to place, distribute, arrange or restrain a load for transport.</p> <p>31.6 - Consult with an OEM or professional engineer (civil or transport) to identify proper methods for loading, restraining, transporting and unloading a large indivisible item.</p> <p>31.7 - Load goods onto the vehicle as per the loading plan, relevant policies and procedures or OEM instructions.</p> <p>31.8 - Establish the total mass of the heavy vehicle before it drives on a road.</p> <p>31.9 - Ensure the mass of the load does not exceed mass limits for the vehicle.</p> <p>31.10 - Provide information to the driver before driving commences.</p> <p>31.11 - Reconfigure load distribution, blocking and restraint following pickup and delivery of part loads, in accordance with the loading plan.</p> <p>31.12 - Empower employees, including drivers, to refuse to work with or transport loads that are unsafe.</p>	
32 – Restraining loads	<p>32.1 - Provide load restraint equipment with sufficient capacity for its purpose.</p> <p>32.2 - Periodically check the integrity of lashing and restraint equipment in accordance with OEM requirements and Australian Standards.</p>	

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	32.3 - Ensure headboards, gates, curtains, tie rails, and other vehicle components used to restrain loads are designed and constructed to meet Australian Standards and to withstand the forces applied to them.	
	32.4 - Provide training, and periodic refresher training, to employees about how to restrain loads safely.	
	32.5 - Ensure employees have ready access to the information or resources required to restrain loads safely.	
	32.6 - Develop loading plans, or a load restraint system, for common or repeated load types.	
	32.7 - Ensure loads are restrained in accordance with loading plans or relevant policies and procedures.	
	32.8 - Ensure all loads are restrained using the correct type of restraint equipment or method.	
	32.9 - Use containers, bins, cages or vessels suitable for the size of the goods or particles being transported, engineered to have sufficient strength to contain the load, and meet the HVNL loading performance standards.	
	32.10 - Ensure the lids and closures for all external storage compartments, and fastenings for external removable equipment, are checked and secure prior to road travel.	
	32.11 - Ensure all moveable plant fitted to the vehicle is properly secured and restrained prior to road travel.	
	32.12 - Where possible, ensure tanks or vessels used to transport bulk liquid loads are full, or empty, during transport, or minimise the need for vehicles to travel with partially filled tanks.	
	32.13 - For tankers with multiple compartments, fill each compartment fully, or empty each compartment fully, before filling or emptying another compartment.	
	32.14 - Ensure sufficient time is allowed in the transport schedule for loads to be properly restrained.	
	32.15 - Ensure an appropriate location is available at loading or unloading premises for loads to be properly restrained.	
	32.16 - Ensure that the driver of the heavy vehicle has the opportunity to participate in restraining the load, or to satisfy themselves that the load has been properly restrained.	
	32.17 - Provide training to drivers about monitoring and rectifying issues with load restraint which occur during travel.	
	32.18 - Provide feedback and encourage other CoR parties to provide feedback about the effectiveness of restraint methods.	

33 – Unloading	33.1 - Ensure employees have access to the equipment required for unloading.	
	33.2 - Provide training to employees about how to unload vehicles safely.	
	33.3 - Obtain or prepare an unloading plan to ensure goods can be unloaded safely.	
	33.4 - Unload goods from vehicles as per the unloading plan, or relevant policies and procedures.	
	33.5 - Ensure that unloaders are notified of problems detected during transport that may create a hazard during unloading or would require specialised equipment or skills to deal with.	

Activity	Controls	Notes
	33.6 - Establish procedures for when poorly secured or over mass loads arrive at premises.	
	33.7 - Document and provide feedback to CoR parties about loads which were not properly secured when they reached their destination.	
34 – Measuring, communicating and monitoring mass	<p>34.1 - Train employees how to operate or read mass measuring equipment according to OEM requirements.</p> <p>34.2 - Identify the mass limits that apply to each vehicle, and any conditions attached to those limits.</p> <p>34.3 - Establish the mass of the vehicle and its equipment.</p> <p>34.4 - Ensure that employees who arrange the transport of goods have ready access to information about the mass and the mass limits for each vehicle.</p> <p>34.5 - Provide drivers with documents or electronic data that allows them to confirm vehicle mass and mass limits for themselves and to other parties.</p> <p>34.6 - Provide verified information about vehicle mass and mass limits to CoR parties, particularly parties who load the vehicle or weigh the loaded vehicle.</p> <p>34.7 - Establish the mass of loads, using an appropriate method.</p> <p>34.8 - Provide information about the measured mass of loads to CoR parties.</p> <p>34.9 - Before loading commodities onto a vehicle, verify the name of the operator and driver, the destination of the load, and the mass and mass limits of the vehicle.</p> <p>34.10 - Use loading equipment that weighs or provides an indicative weight for loading commodities.</p> <p>34.11 - Communicate with the driver of a vehicle fitted with on board scales to determine the mass of commodities as the vehicle is loaded.</p> <p>34.12 - Transmit mass information to CoR parties and others in real time, using on board mass equipment connected to communication systems.</p> <p>34.13 - Determine the average volume of material that loading equipment picks up and calculate the estimated mass of a load of commodities using information about its density.</p> <p>34.14 - Determine the specific gravity of liquid loads and use this information when calculating maximum loading volumes.</p> <p>34.15 - Load to marked lines in a tipper body or trailer and calculate the estimated mass of a load of commodities using information about its density.</p> <p>34.16 - Share information about the density of commodities with other parties and make the information available to loaders and drivers.</p> <p>34.17 - Where it is not possible to accurately determine the mass of the loaded vehicle, aim to load less than the maximum limit.</p> <p>34.18 - Direct driver, where possible, to establish the gross and/or axle masses of the loaded vehicle immediately after loading and return to the loading location to offload part of the load if mass limits are exceeded.</p> <p>34.19 - Provide access, space and equipment for returning drivers to offload partial loads and help them to offload before loading other vehicles.</p>	

Activity	Controls	Notes
	<p>34.20 - Maintain records of all vehicles loaded, including information about the amount of the commodity and the information provided by the transporter or driver.</p> <p>34.21 - Communicate estimated mass information (load, vehicle or combined) to other CoR Parties.</p> <p>34.22 - Request information about the mass of loads from CoR parties who weigh loads when received.</p> <p>34.23 - Provide weighbridge or weigh-in-motion (WIM) data to CoR parties.</p> <p>34.24 - Compare estimated mass with confirmed mass and adjust targeted tolerances or use the information to reassess how accurately loading equipment measures mass or volume.</p> <p>34.25 - Use alternative methods to establish the gross mass of vehicles transporting loads which are never taken to premises for weighing.</p> <p>34.26 - Verify ongoing mass compliance at an agreed frequency, based on the severity of risk.</p> <p>34.27 - Ensure payment terms do not cause or encourage other parties to exceed mass limits.</p>	
35 – Measuring, communicating and monitoring dimension	<p>35.1 - Ensure employees have access to and are trained to use or read equipment or systems that measure the dimension of a vehicle and its load.</p> <p>35.2 - Establish the dimensions of incoming and outgoing loads, using the appropriate means or equipment, and communicate the information to other CoR parties.</p> <p>35.3 - Compare estimated dimension with measured dimension and take variations into consideration in future loading activities.</p> <p>35.4 - Verify ongoing dimension compliance at an agreed frequency based on severity of risk.</p> <p>35.5 - Display information inside the driver cabin about the height of the vehicle.</p>	
36 – Operating a weighbridge	<p>36.1 - Regularly calibrate weighbridges, noting OEM recommendations, standards and legislation governing measuring equipment.</p> <p>36.2 - Require operators or drivers to provide verified information about the mass and the mass limits of a vehicle, before or at the time the vehicle is weighed.</p> <p>36.3 - Train employees to recognise common vehicles and combinations and learn the mass limits applying to them.</p> <p>36.4 - Train employees to compare provided mass limit information with information from other sources, for a sample of vehicles, or when there is doubt about the accuracy of the information provided.</p> <p>36.5 - Weigh the vehicle in accordance with weighbridge OEM recommendations and compare this with the mass limits applying to the vehicle and its load.</p> <p>36.6 - Create and retain a record of relevant information about the vehicle being weighed.</p> <p>36.7 - Provide details of measured gross and/or axle masses to the driver or operator of the vehicle.</p> <p>36.8 - Provide CoR Parties with information about the vehicle's mass at departure.</p>	

Activity	Controls	Notes
	36.9 - Immediately alert the driver and CoR parties if a vehicle's mass exceeds limits.	
	36.10 - Establish a safe area where loads can be adjusted prior to departure, if the vehicle is over-mass.	
	36.11 - Retain records about vehicle masses measured at the weighbridge for three years and provide these to the NHVR if requested.	
	36.12 - Conduct audits of a sample of transport operators, to assess the information provided about mass limits.	
	36.13 - Provide feedback to CoR Parties about:	
	36.14 - Establish contractual terms that set clear expectations of safety standards and mass compliance, particularly for ongoing business relationships.	
	36.15 - Communicate expectations, policies and procedures to all CoR parties through inductions, by publicly displaying them at the entry to the premises, on the business website and on social media pages.	
	36.16 - Notify the NVHR if a pattern of non-compliance is not addressed.	

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Activities and Controls - Managing Drivers

Activity	Controls	Notes
11 – Recruiting and employing heavy vehicle drivers	<p>11.1 - Provide incentives to attract and retain the best drivers.</p> <p>11.2 - Offer employment terms conducive to safety.</p> <p>11.3 - Foster a respectful and inclusive work environment that actively promotes psychological safety and prevents bullying and harassment.</p> <p>11.4 - Plan career pathways and transition options to retain drivers long term, to keep their knowledge and experience within the business.</p> <p>11.5 - Recruit for non-technical skills and personal traits as well as driving skills.</p> <p>11.6 - Verify experience, skills, licenses and accreditation during the recruitment or on-boarding processes.</p> <p>11.7 - Include contract terms preventing or limiting secondary employment.</p> <p>11.8 - If secondary employment is to be permitted, include contract terms requiring the driver to inform the employer of any other employment undertaken by the driver.</p> <p>11.9 - Include contract terms requiring a driver to notify the employer of any criminal history, driving offence, infringement, loss of points, or changes to condition of any licence or authorisation immediately once the driver becomes aware of them.</p> <p>11.10 - Maintain records of each driver's traffic history and license throughout the course of their employment. Verify its accuracy at regular intervals.</p>	
12 – Managing driver health	<p>12.1 - Understand the limitations of driver licencing medical assessments.</p> <p>12.2 - Require a medical fitness to drive assessment in accordance with Austroads Assessing Fitness to Drive (AFTD) Standards as part of the recruitment process.</p> <p>12.3 - Include contract terms requiring a driver to notify their employer if they are not fit to drive.</p> <p>12.4 - Include contract terms requiring a driver to undergo periodic or triggered fitness to drive medical assessments by a medical practitioner nominated by the employer.</p> <p>12.5 - Identify an appropriate medical practitioner to undertake fitness to drive medical assessments.</p> <p>12.6 - Include contract terms requiring a driver to provide written authority for their employer to obtain information from their medical practitioner(s) about how to manage the driver's conditions or ailments in the workplace which were identified through fitness to drive assessments.</p> <p>12.7 - Include contract terms requiring employers to implement policies and procedures, training and resources about managing driver health and to ensure the privacy of employees' medical and other records.</p> <p>12.8 - Ensure that time is afforded to manage a driver's health and wellbeing on an ongoing basis.</p>	
13 – Managing driver fatigue	<p>13.1 - Assess the operational capacity of the business before committing to undertake an activity.</p> <p>13.2 - Maintain a register of relief drivers who can replace a driver impaired by fatigue.</p>	

Activity	Controls	Notes
	13.3 - Choose business partners who implement measures to minimise delays and improve drivers' opportunity to rest.	
	13.4 - Provide training for all employees about the risks of driver fatigue impairment and the importance of procedures and systems to eliminate or reduce fatigue.	
	13.5 - Provide training for all employees about non-work factors that cause fatigue impairment.	
	13.6 - Provide training for all employees about how to identify signs of fatigue impairment and steps to take at any time when a driver is assessed as impaired by fatigue, by themselves or another.	
	13.7 - Adopt a zero-tolerance approach to psychosocial hazards in the workplace, including bullying, harassment, discrimination and aggression.	
	13.8 - Implement rosters that provide drivers with consistent and predictable work and rest schedules/patterns.	
	13.9 - Ensure the driver's schedule allows sufficient opportunities for rest including long rest breaks.	
	13.10 - Implement a system for drivers to be alerted to delays enroute or at destinations, about schedule changes, or when it is their turn in a queue.	
	13.11 - Identify non-driving work that may contribute to a driver's level of fatigue.	
	13.12 - Identify other work for the business that may contribute to a driver's risk of fatigue.	
	13.13 - Identify non-work activities that may contribute to a driver's risk of fatigue.	
	13.14 - Identify features of the transport task that contribute to a driver's risks of fatigue.	
	13.15 - Consider all relevant factors that contribute to fatigue risk and implement suitable controls.	
	13.16 - Where possible, avoid rostering driving between midnight and dawn.	
	13.17 - Where possible, avoid rostering drivers with split shifts.	
	13.18 - Where circumstances increase overall risk, implement extra fatigue risk management controls.	
	13.19 - Develop and implement a process to assess a driver's fatigue level.	
	13.20 - Enlist business partners to monitor and immediately report a driver who is suspected to be impaired by fatigue.	
	13.21 - Install Fatigue and Distraction Detection Technologies (FDDT) into vehicles and integrate their reporting and data outputs into the broader business.	
	13.22 - Empower a driver who feels fatigued to stop driving and rest immediately.	
	13.23 - Ensure a driver who is assessed as impaired by fatigue or assesses themselves as impaired by fatigue, does not drive a vehicle.	
	13.24 - Have a procedure in place for taking practical actions to support a fatigue impaired driver to rest immediately.	
	13.25 - Assess the circumstances of the driver's impairment and determine whether fatigue controls need to be adjusted, or other changes made.	

Activity	Controls	Notes
	<p>13.26 - Regularly monitor the fatigue impairment risk of all drivers, using and comparing all available information, and adjust control measures where appropriate.</p> <p>13.27 - Use a staged approach or allow an extended interval between shifts if it is necessary to change a driver's work pattern.</p> <p>13.28 - Manage drivers' readjustment to shift work after periods of leave.</p>	
14 – Managing distraction and inattention	<p>14.1 - Consider the number of driver aides, audio and visual devices in the cabin of each vehicle and remove those not necessary for the driving or transport task.</p> <p>14.2 - Arrange phone calls to drivers for times when they are not driving, and not on a scheduled rest break.</p> <p>14.3 - Restrict the use of mobile phones during driving and install phone mounting equipment for drivers to receive calls while driving.</p> <p>14.4 - Educate drivers to stop at a safe place before making mobile phone calls.</p> <p>14.5 - Make time to debrief with drivers at the end of each shift, so their experiences and frustrations about the shift can be resolved or addressed before their next shift.</p> <p>14.6 - Install compartments, boxes or holders in vehicle cabins to restrain items that could move during travel. Instruct drivers to secure all loose items in the cabin, before starting to drive.</p> <p>14.7 - Provide training to drivers about the safe use of driver assist technologies, to reduce their cognitive load while driving.</p> <p>14.8 - At the start of a journey, remind drivers about hazards on the route to bring them to the driver's attention.</p> <p>14.9 - Use visual prompts inside the cabin to remind drivers to pay attention to hazards, places or times on the route.</p> <p>14.10 - Check in on drivers throughout longer journeys or use in-vehicle monitoring systems to gauge their attention throughout the day.</p> <p>14.11 - Use GPS geo-fencing to set alerts at key parts of a journey, to remind drivers of hazards ahead.</p> <p>14.12 - For complex or hazardous journeys, allocate a person to accompany the driver and help them navigate the route and its hazards.</p> <p>14.13 - Provide training to drivers about dealing with stress or provide access to a confidential counselling service.</p>	
15 – Training drivers	<p>15.1 - Allocate appropriate time and resources for driver training.</p> <p>15.2 - Assess the competency of drivers to operate each vehicle before permitting them to drive it.</p> <p>15.3 - Supervise inexperienced workers.</p> <p>15.4 - Induct drivers into new or different vehicles.</p> <p>15.5 - Maintain a register of regular drivers and their skills and experience.</p> <p>15.6 - Periodically reassess the competency of drivers.</p> <p>15.7 - Periodically provide refresher training.</p> <p>15.8 - Ensure drivers have appropriate training for general and specialised driving tasks they may perform.</p>	

Activity	Controls	Notes
	15.9 - Ensure drivers have appropriate training or information for using equipment or systems at loading premises.	
	15.10 - Provide training to drivers about fatigue management and compliance.	
	15.11 - Provide training to drivers about loading and load restraint.	
	15.12 - Provide training to drivers about compliance with dimension requirements.	
	15.13 - Provide training to drivers about compliance with mass requirements.	
	15.14 - Provide training to drivers to identify hazards before they start driving.	
	15.15 - Empower and support drivers to refuse to drive a vehicle if it is unsafe.	
	15.16 - Provide training to drivers about the risks of driving, loading or unloading near overhead electrical infrastructure and safe clearances to be maintained.	
	15.17 - Provide training to drivers to always apply the park brake when stationary at a loading or unloading facility and about the vehicle roll-away system fitted to the vehicle.	
	15.18 - Provide training to drivers about how to respond in an emergency.	
	15.19 - Create a process for drivers to follow when transporting unweighed goods.	
	15.20 - Provide training to drivers about checking loads for the presence of invasive pests such as fire ants, particularly when transporting soil, landscaping products, earth moving machinery etc.	
	15.21 - Provide training to drivers to immediately submit defect notices and use existing procedures that alert maintenance staff of the issue. (See Control 19.11)	
	15.22 - Require drivers to provide feedback and ensure it receives a response.	

16 - Equipping drivers	16.1 - Provide drivers who work in remote areas with communications equipment, such as satellite radios, emergency position indicating radio beacons (EPIRBs), or fall alerts.	
	16.2 - Provide drivers who work at night with lighting equipment they can carry or fit to their person.	
	16.3 - Provide drivers who carry loads of variable dimensions with measuring devices such as height sticks, lasers and tape measures.	
	16.4 - Provide all drivers with suitable personal protective equipment (PPE) and other equipment required to work outside the vehicle.	
	16.5 - Ensure drivers carry medical aids or equipment required to manage health.	

17 – Using monitoring devices and safety systems	17.1 - Provide information and engage with drivers, their representatives, and other employees about the decision to introduce or use monitoring devices or safety systems.	
	17.2 - Implement systems and adjust processes to integrate monitoring devices into the business.	
	17.3 - Provide support and training to drivers and other employees about the use of new monitoring devices and safety systems.	

Activity	Controls	Notes
	17.4 - Develop procedures and training about interference, tampering or disengaging systems and immediately address if detected.	
	17.5 - Debrief with drivers following events detected by monitoring devices.	
	17.6 - Make use of monitoring device data to identify gaps in safety, and to inform training and processes. Combine data sets to generate new insights.	
	17.7 - Conduct regular safety meetings to discuss events and trends identified from the data and implement learnings to improve safety.	
	17.8 - Systematically review the effectiveness of the monitoring devices and the relevant policies and procedures used by the business to ensure they remain effective.	

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Activities and Controls - Operations

Activity	Controls	Notes
23 - Arranging for the transport of goods	<p>23.1 - Establish the mass of the goods.</p> <p>23.2 - Calculate or measure the dimension of the goods when packaged or prepared for transport.</p> <p>23.3 - Provide the transporter with mass and dimension information.</p> <p>23.4 - Provide the transporter with other relevant information about the load.</p> <p>23.5 - Provide the transporter with information about locations where the load is being collected from and transported to.</p> <p>23.6 - Ensure that a suitable vehicle is used to transport the load.</p> <p>23.7 - Arrange pickup and delivery times according to the capacity of the premises, access to suitable loading and unloading space, and availability of employees to load or unload vehicles.</p> <p>23.8 - For multiple deliveries or collections, stagger when vehicles arrive on site.</p> <p>23.9 - Provide a flexible time frame for pickup and delivery.</p> <p>23.10 - Avoid delaying the driver.</p> <p>23.11 - For long-term business partners and their employees, provide an on-site induction and tour.</p> <p>23.12 - Consult with the transporter in advance and establish clear expectations of who will do each task and what resources they will provide.</p> <p>23.13 - Consider contingency arrangements in consultation with transporters in the event of delays or other unforeseen events.</p> <p>23.14 - Ensure drivers are alerted of delays at the earliest opportunity, using the method agreed with the transporter.</p> <p>23.15 - Provide feedback after the transport task is complete and request the same of the transporter. Take required action to address what is identified.</p> <p>23.16 - Engage transporters whose vehicles have immobilising technology.</p>	
24 - Arranging for a vehicle to perform a task	<p>24.1 - Obtain or provide information about the location where the task is to be completed.</p> <p>24.2 - Ensure the location or premises will be open and accessible, and that staff will be present when the vehicle is on site.</p> <p>24.3 - Ensure there is flexibility for arrival times at the location.</p> <p>24.4 - Ensure information is provided at the earliest opportunity about delays or limitations for accessing the site.</p> <p>24.5 - Engage transporters whose vehicles have appropriate safety technology.</p> <p>24.6 - Provide and receive feedback after the transport task is complete. Take required action to address what is identified.</p>	

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Activities and Controls - Premises

Activity	Controls	Notes
21 - Design and characteristics of loading / unloading premises	<p>21.1 - Situate, design, build, lease or adapt premises to minimise delays to drivers, and avoid congestion outside the premises.</p> <p>21.2 - Build, mark or identify a queuing location that allows drivers to park, or park and leave their vehicles, while waiting, without losing their place in a queue.</p> <p>21.3 - Situate, design, build, lease or adapt premises to allow drivers to rest while waiting.</p> <p>21.4 - Situate, design, build, lease or adapt premises or site to ensure the safe movement of vehicles, workers and pedestrians within the premises.</p> <p>21.5 - Situate, design, build, lease or adapt premises to enable the safe construction and restraint of loads and safe unloading of loads.</p> <p>21.6 - Situate, design, build, lease or adapt premises to enable monitoring of the safety of vehicles, drivers and loads.</p>	
22 - Managing loading and unloading premises	<p>22.1 - Identify a location at your premises where heavy vehicles can stop safely (and lawfully) to be loaded or unloaded.</p> <p>22.2 - Establish and implement a traffic management plan for heavy vehicle movements around the premises.</p> <p>22.3 - Provide access to onsite or offsite weighbridges, for loads that may need to be weighed prior to every journey.</p> <p>22.4 - Ensure mass measuring equipment used during the loading process is calibrated and operated in accordance with OEM requirements.</p> <p>22.5 - Support vehicle immobilisation practice during site inductions and by displaying reminders at unloading premises.</p> <p>22.6 - Identify the training requirements of employees at the premises, provide training and verify the competency of each employee.</p> <p>22.7 - Train employees in procedures to follow, including reporting, where there is an unsafe vehicle or driver at the premises.</p> <p>22.8 - Train employees to identify and report all safety issues.</p> <p>22.9 - Ensure all employees are informed about the impact of fatigue on heavy vehicle drivers.</p> <p>22.10 - Train employees who interact with drivers to identify the signs of fatigue.</p> <p>22.11 - Provide information to site users that enables safe vehicle operation and planning.</p> <p>22.12 - Offer site inductions for drivers and CoR parties who use the site regularly.</p> <p>22.13 - Provide information to CoR parties about how the premises will operate.</p> <p>22.14 - Provide information in a way, and at the time, it is required by CoR parties.</p> <p>22.15 - Establish a common set of requirements for persons or vehicles visiting the site to maintain safe standards.</p> <p>22.16 - Obtain relevant information about vehicles and drivers from other parties, prior to their arrival.</p> <p>22.17 - Agree on a method for communicating with drivers to:</p> <p>22.18 - For multiple deliveries or collections, stagger when trucks arrive on site.</p>	

Activity	Controls	Notes
	22.19 - Allocate timeslots according to the capacity of the premises to load or unload vehicles in the allocated time.	
	22.20 - Roster sufficient employees to load or unload vehicles within planned timeframes.	
	22.21 - Monitor average waiting and loading or unloading times and share the information with other CoR parties.	
	22.22 - Adjust scheduling or staffing when turnaround times exceed targets or when truck queues on public roads create a hazard for other road users.	
	22.23 - Implement a queuing system that allows drivers to park, or park and leave their vehicles, while waiting, without losing their place in a queue.	
	22.24 - Accommodate and communicate delays including adjusting or reprioritising loading or unloading times as required.	
	22.25 - Provide regular information to CoR parties about vehicle movements at premises.	
	22.26 - Incorporate targeted truck turnaround times into agreements with CoR parties.	
	22.27 - Include terms in agreements with CoR parties that enable procedures for dealing with unsafe vehicles or drivers (see Control 22.7).	
	22.28 - Maintain records of each type of safety incident, and use this information to inform changes to processes, procedures and premises design.	
	22.29 - Provide feedback to other parties about safety issues at the earliest opportunity.	
	22.30 - Report road maintenance/improvement issues in the vicinity to the relevant road owner or manager.	
	22.31 - Provide public information about the site and vehicle movements.	

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Activity	Controls	Notes
37 – Arranging for the collection and transport of livestock	<p>37.1 - Prepare livestock for transport so that they travel well.</p> <p>37.2 - Share information about the livestock to be transported.</p> <p>37.3 - Share information about the locations where livestock are to be collected from and delivered to.</p> <p>37.4 - Allocate a driver to the livestock transport task (see also Activity 25)</p> <p>37.5 - Allocate an appropriate vehicle (see also Activity 28)</p> <p>37.6 - Establish a Livestock Spelling Plan for the journey</p> <p>37.7 - Select an appropriate route (see also Activity 27)</p> <p>37.8 - Establish a schedule for the livestock transport task (see also Activity 26)</p> <p>37.9 - Ensure the route and schedule enhance animal welfare by considering weather impacts on livestock when stationary or moving.</p> <p>37.10 - Ensure the driver has information about the vehicle, route, collection and delivery locations, and the number, species, condition and class of livestock being transported.</p> <p>37.11 - Only load (or present for loading) the number, volume or mass of livestock which can be carried by the vehicle without exceeding mass or volume limits.</p> <p>37.12 - Ensure loading/unloading ramps and forcing pens comply with the Australian Standard (AS 5340:2020).</p> <p>37.13 - Ensure sufficient staff are on-site at premises for the scheduled loading or delivery of livestock.</p> <p>37.14 - Empower drivers to refuse to load or unload livestock in circumstances where it is not safe to do so.</p> <p>37.15 - Ensure collection and delivery schedules are flexible and accommodate changes without imposing a penalty.</p> <p>37.16 - Provide information about delays to relevant CoR Parties at the earliest opportunity.</p> <p>37.17 - Provide facilities for drivers to rest, away from their vehicle while waiting to load or deliver livestock.</p>	
38 – Running an on-line freight platform	<p>38.1 - Seek all relevant information before requests for quotes can be posted on the platform.</p> <p>38.2 - Enable the driver to communicate directly with the sender of the load to clarify details relevant to safety.</p> <p>38.3 - Do not allow senders to post jobs whose payment terms may cause a driver to speed, cut short or skip rest breaks, to drive while impaired by fatigue, to drive while unfit to drive, or to breach another legal requirement.</p> <p>38.4 - Include a process for varying the original quote if job specifics change.</p> <p>38.5 - Include protections for drivers who have not been paid for work, have been unfairly left negative reviews, or who have been provided inaccurate information about a job and incurred a loss as a result.</p>	
39 – Operating on and around construction sites	<p>39.1 - Develop traffic management plans and/or site access maps, to show vehicle movement and travel paths around the site, exclusion zones, areas of conflict with other site users or operations, site entry and exit locations and loading and unloading zones.</p>	

Activity	Controls	Notes
	39.2 - Identify the training requirements of employees at the premises, provide training and verify the competency of each employee.	
	39.3 - Ensure that tasks scheduled for heavy vehicle drivers enable them opportunities to rest. Consider time spent driving to and from a site, and other tasks or actions required of them.	
	39.4 - Provide information, instruction and training to workers at the site to identify hazards with a vehicle before it drives onto a road.	
	39.5 - Empower workers at the site to take action to rectify a hazard with a vehicle before it drives onto a road.	
	39.6 - Provide mass and dimension measuring equipment for incoming or exiting vehicles.	
	39.7 - Use loading machinery with mass measuring capability.	
	39.8 - Recommend that vehicles loaded at the site have onboard mass measuring capability.	
	39.9 - Provide information to the driver of a vehicle about the mass and dimensions of the vehicle as it enters or leaves the site.	
	39.10 - Provide equipment or infrastructure to ensure vehicles can be loaded and loads assembled, restrained and measured safely.	
	39.11 - Provide equipment or infrastructure to ensure vehicles can be unloaded safely.	
	39.12 - Register for monthly updates from CLOCS-A to stay abreast of safety issues in and around construction sites and best practice for eliminating risk.	

40 - Recovery vehicles and operations	40.1 - Ensure the vehicle deployed to a recovery operation is suitable (sufficient capacity and capability) to safely undertake the recovery task.	
	40.2 - Ensure sufficient recovery vehicles are available (tow trucks, tilt trays, truck mounted crash attenuators) for vehicles to be recovered in the shortest possible time.	
	40.3 - Ensure vehicles undertaking recovery operations are equipped with signage, lights, traffic management equipment and personal protective equipment (PPE).	
	40.4 - Ensure drivers and employees undertaking recovery vehicle operations are qualified and authorised in accordance with jurisdictional requirements.	
	40.5 - Provide training to drivers and employees conducting recovery operations about how to undertake the task safely.	
	40.6 - Deploy truck mounted crash attenuators or other protective barriers to create separation between recovery operations and other traffic.	
	40.7 - Establish an exclusion zone, or implement traffic management, to create a safe distance between recovery operations and other traffic.	
	40.8 - Undertake recovery operations only in circumstances where it is safe to do so.	
	40.9 - Choose a different time to recover a vehicle, to ensure recovery can be undertaken safely.	
	40.10 - If the vehicle being recovered has been involved in a collision, be aware of the risk of the vehicle catching fire, including ignition of alternative fuel sources.	

Activity	Controls	Notes
41 – Transporting dangerous goods or explosives	41.1 - Verify the transport of dangerous goods is undertaken per the requirements of the Australian Dangerous Goods Code, or the Australian Code for the Transport of Explosives by Road and Rail.	
	41.2 - Identify the competent authority in your jurisdiction for operational advice.	
	41.3 - Provide emergency equipment in the vehicle that would be required to manage different kinds of incidents, and in different situations.	
	41.4 - Ensure all employees involved in the transport of dangerous goods are adequately trained and hold the appropriate licenses and qualifications to handle and transport these materials safely.	
	41.5 - Ensure drivers are trained in emergency response procedures as per the Australia and New Zealand Emergency Response Guidebook.	
	41.6 - Ensure that Emergency Response Plans and emergency contact details are carried in a readily accessible area of the vehicle.	
	41.7 - Ensure the premises where the dangerous goods are being transported to is equipped to receive the load.	
42 - Packing and restraining goods in shipping containers	42.1 - Obtain information about the load, its distribution and restraint requirements.	
	42.2 - Choose the appropriate container for the load.	
	42.3 - Provide training to employees about how to recognise and manage damaged containers.	
	42.4 - Develop a loading plan for the container which ensures goods are appropriately distributed and properly restrained, and gaps in the container are filled.	
	42.5 - Pack goods into the container according to the loading plan.	
	42.6 - Document the loading process by taking photos as goods are loaded and restrained in the container.	
	42.7 - Verify the gross mass of the loaded container and share with other CoR parties.	
	42.8 - Share detailed loading and mass information with other CoR parties, especially for containers with a high centre of gravity or uneven mass distribution.	
	42.9 - Seek professional advice about the restraint system used to secure machinery or heavy loads transported in shipping containers.	
	42.10 - Provide training to employees about indications that containers may be unsafely loaded.	
	42.11 - Seek feedback from other CoR parties about the distribution and restraint of goods in the container.	
43 – Importing goods in shipping containers	43.1 - Choose to purchase goods from businesses that can demonstrate that loads will be safely restrained and accurately weighed.	
	43.2 - Make enquiries with shipping lines, customs brokers and freight forwarders about the packing and loading services and skills offered by businesses in overseas ports.	
	43.3 - Choose to work with manufacturers with knowledge of and demonstrated capability to comply with the CTU Code and the HVNL.	

Activity	Controls	Notes
	43.4 - Provide material about legal requirements that has been translated into the manufacturer's language or direct them to translation tools.	
	43.5 - For ongoing business relationships, include contractual terms requiring the manufacturer to ensure that goods are safely packed and restrained, and to provide accurate mass information.	
	43.6 - Implement additional controls or contract requirements for ensuring safe loads.	
	43.7 - Require a loading plan for each container, and a series of photos taken during the loading process, showing how lashings and other restraints are applied.	
	43.8 - Require the manufacturer to provide information about the type of goods, their mass, mass distribution, load height, centre of gravity and any other relevant factors (e.g., may absorb moisture and be heavier upon arrival.)	
	43.9 - Pass on all information about the load to CoR parties involved in loading, transporting or unloading the container when it arrives.	
	43.10 - Inspect or arrange for inspection of containers at the first safe and practicable opportunity after landing, to assess how well goods were packed and secured and to identify any other hazards.	
	43.11 - Provide feedback to manufacturers, packers and/or loaders and work with them to maintain and improve the quality of their work.	
	43.12 - Record and share information about non-compliance with loading plans or load restraint failures with other CoR parties.	
	43.11 - Provide feedback to manufacturers, packers and/or loaders and work with them to maintain and improve the quality of their work.	
	43.12 - Record and share information about non-compliance with loading plans or load restraint failures with other CoR parties.	

44 – Transporting shipping containers	44.1 - Obtain accurate information about the type of goods, their mass, mass distribution, centre of gravity, the method of restraining the goods inside the container and any other relevant information
	44.2 - Obtain assurance from the relevant CoR party that loads inside imported containers have been safely restrained, and that the mass of a loaded container has been accurately reported.
	44.3 - If assurance is not available that goods in a container have been restrained in accordance with the HVNL loading performance standards, load the container road transport with doors to the rear where possible.
	44.4 - Provide training to drivers and other employees about the procedure and actions to be taken if a non-compliant container is identified.
	44.5 - Establish a procedure, agreed with other CoR parties, for actions to be taken when a non-compliant container is suspected or identified.
	44.6 - Report non-compliant containers to relevant CoR parties.

45 – Managing premises where shipping containers are loaded and/or unloaded	45.1 - Nominate safe places for drivers to stop in the vicinity of loading and unloading premises, if a non-compliant container is detected.
	45.2 - Establish a location and provide equipment where non-compliant containers can be opened safely or identify the closest place where containers can be taken for safe opening.
	45.3 - Use weighing equipment to assess gross mass and mass distribution of containers.

Activity	Controls	Notes
	45.4 - Train operators of loading and unloading equipment to identify containers suspected of exceeding mass limits or with uneven mass distribution (which may indicate that load restraint inside the container has failed).	
	45.5 - Train employees to identify import containers suspected of harbouring invasive species.	
	45.6 - Isolate non-compliant containers for further investigation, and open and inspect when authorised and when safe to do so.	
	45.7 - Establish a procedure, agreed with other CoR parties, for actions to be taken when a non-compliant container is suspected or identified.	
	45.8 - Display contact information for entities who need to be contacted before containers can be opened and for persons who will be required to assist if a non-compliant container is detected.	
	45.9 - Implement a procedure for responding to identified safety hazards or risks, including isolating suspect containers for further investigation.	
	45.10 - Allow heavy vehicle drivers to return to stevedore premises when a mass, mass distribution, or loading issue has become apparent after the vehicle carrying the container has left the premises.	
	45.11 - Report any identified non-compliance to CoR parties for the container.	

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Activity	Controls	Notes
18 – Vehicle procurement and fleet management	<p>18.1 - Assess suitability for planned use before purchasing or hiring a vehicle.</p> <p>18.2 - Consider safety systems and technology that are part of the vehicle or can be fitted.</p> <p>18.3 - Consider how vehicle features will affect driver fatigue and health.</p> <p>18.4 - For the purchase of second-hand vehicles, consider the operating history, prior use, and maintenance records of the vehicle.</p> <p>18.5 - Assess intended use before purchasing or specifying rigid vehicle body.</p> <p>18.6 - Choose the safest vehicle and body that meets business requirements.</p> <p>18.7 - Manage the life cycle of the vehicle fleet.</p>	
19 - Maintaining vehicles and equipment	<p>19.1 - Create a service, inspection and maintenance schedule for each heavy vehicle and its auxiliary equipment, at a frequency appropriate for their use.</p> <p>19.2 - Schedule a combination of regular focused inspections and less frequent but more thorough inspections.</p> <p>19.3 - Ensure that operational schedules allow for maintenance to be undertaken in accordance with the service schedule established for the vehicle.</p> <p>19.4 - Use suitably qualified or experienced people to carry out all work. Confirm that they comply with OEM recommendations and use parts of suitable quality.</p> <p>19.5 - Arrange for specialist inspection and servicing of auxiliary equipment.</p> <p>19.6 - Ensure that vehicles are thoroughly washed prior to mechanical inspection so that latent defects such as cracking or metal fatigue are visible.</p> <p>19.7 - Perform additional inspection and maintenance of vehicles that have been exposed to adverse conditions.</p> <p>19.8 - Develop pre-start and post-operation inspection procedures to be used before and after a driving shift.</p> <p>19.9 - Ensure drivers' pre-start and post-operation checks are part of their paid work time.</p> <p>19.10 - Provide training to drivers and other employees about the vehicle maintenance procedure, including how to conduct pre-start and post-operation checks.</p> <p>19.11 - Create an information channel between drivers and the people undertaking maintenance for sharing performance and diagnostic information including feedback about pre-start or post-operation checks. (See control 15.21)</p> <p>19.12 - Implement a system for ensuring that vehicle maintenance issues, defects or defect notices are recorded, and actioned and that defective vehicles that pose an imminent safety risk are removed from service and not returned to service until repaired.</p> <p>19.13 - Encourage other parties to observe, record and report vehicle maintenance issues or defects to the driver or vehicle operator.</p> <p>19.14 - intermittently or for seasonal work, paying attention to those systems and components which can deteriorate during storage.</p>	

Activity	Controls	Notes
	19.15 - Use information from multiple sources to regularly assess the effectiveness of the vehicle inspection and maintenance program including fault monitoring.	
	19.16 - Adjust and improve the effectiveness of the program.	
	19.17 - Establish a plan for responding to vehicle breakdowns	
	19.18 - For dry hire arrangements, obtain information about the operating and mechanical condition of the vehicle from the vehicle owner.	
20 – Equipping and modifying vehicles	<p>20.1 - Understand the requirements of the transport task and the fit-out of existing vehicles in the fleet, when deciding what auxiliary equipment is required.</p> <p>20.2 - Identify and install systems and technology that improve safety.</p> <p>20.3 - Install vehicle immobilising technology.</p> <p>20.4 - Identify and install auxiliary equipment required for the transport task.</p> <p>20.5 - Follow manufacturers' recommendations, VSB6 and Australian Standards when fitting auxiliary equipment or designing and planning modifications.</p> <p>20.6 - Engage an approved vehicle examiner to assess all modifications other than minor modifications.</p> <p>20.7 - Ensure storage compartments, frames and brackets have secure access doors/hatches and fastenings that are durable enough to withstand the forces applied to them.</p> <p>20.8 - If storage compartments are retrofitted to a heavy vehicle, design access doors/hatches to open from the top, or if opening from the side have a design which resists unplanned opening.</p> <p>20.9 - Establish the total mass of a vehicle after additions and modifications.</p> <p>20.10 - Identify service or maintenance requirements and replacement intervals for all auxiliary equipment and include in maintenance schedules.</p>	

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