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

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