| Activity | Controls | Notes |
| --- | --- | --- |
| **21 - Design and characteristics of loading / unloading premises** | 21.1 - Situate, design, build, lease or adapt premises to minimise delays to drivers, and avoid congestion outside the premises. |  |
| 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. |  |
| 21.3 - Situate, design, build, lease or adapt premises to allow drivers to rest while waiting. |  |
| 21.4 - Situate, design, build, lease or adapt premises or site to ensure the safe movement of vehicles, workers and pedestrians within the premises. |  |
| 21.5 - Situate, design, build, lease or adapt premises to enable the safe construction and restraint of loads and safe unloading of loads. |  |
| 21.6 - Situate, design, build, lease or adapt premises to enable monitoring of the safety of vehicles, drivers and loads. |  |
|  |
| **22 - Managing loading and unloading premises** | 22.1 - Identify a location at your premises where heavy vehicles can stop safely (and lawfully) to be loaded or unloaded. |  |
| 22.2 - Establish and implement a traffic management plan for heavy vehicle movements around the premises. |  |
| 22.3 - Provide access to onsite or offsite weighbridges, for loads that may need to be weighed prior to every journey. |  |
| 22.4 - Ensure mass measuring equipment used during the loading process is calibrated and operated in accordance with OEM requirements. |  |
| 22.5 - Support vehicle immobilisation practice during site inductions and by displaying reminders at unloading premises. |  |
| 22.6 - Identify the training requirements of employees at the premises, provide training and verify the competency of each employee. |  |
| 22.7 - Train employees in procedures to follow, including reporting, where there is an unsafe vehicle or driver at the premises. |  |
| 22.8 - Train employees to identify and report all safety issues. |  |
| 22.9 - Ensure all employees are informed about the impact of fatigue on heavy vehicle drivers. |  |
| 22.10 - Train employees who interact with drivers to identify the signs of fatigue. |  |
| 22.11 - Provide information to site users that enables safe vehicle operation and planning. |  |
| 22.12 - Offer site inductions for drivers and CoR parties who use the site regularly. |  |
| 22.13 - Provide information to CoR parties about how the premises will operate. |  |
| 22.14 - Provide information in a way, and at the time, it is required by CoR parties. |  |
| 22.15 - Establish a common set of requirements for persons or vehicles visiting the site to maintain safe standards. |  |
| 22.16 - Obtain relevant information about vehicles and drivers from other parties, prior to their arrival. |  |
| 22.17 - Agree on a method for communicating with drivers to: |  |
| 22.18 - For multiple deliveries or collections, stagger when trucks arrive on site. |  |
| 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. |  |

**For more information:**

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