



victoriantransportassociation<sup>inc.</sup>

# Company Compliance Manual



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**To improve Compliance and Safety in the Freight & Logistics Industry**

# Company Compliance Manual

A Company code of conduct is important in outlining standards of behaviour expected. It is designed to improve compliance with the legal obligations that apply to all business operations. It will assist employee and contractors understand their responsibilities and obligations, and minimise the risk of breaching these laws.

It is also an important mechanism for the Freight and Logistics industry to demonstrate a commitment to improving Compliance and Safety outcomes.

This document is intended to assist Freight and Logistics companies develop a code of conduct in the form of a 'Company Compliance Manual'.

The document has been developed in consultation with Freight and Logistics companies and provides the basis for companies intending to develop such a manual.

The document should apply to all staff and contractors, and be used as part of an induction program and training aid for staff and contractors.

This brochure is intended only as a guide and does not purport to cover all aspects of every company's operation.

We also recommend that each vehicle carry a numbered sheet Defect Reporting Book to enable faults to be recorded and passed to the appropriate persons for rectification. By having this numbered it gives traceability in case you need to refer to them.

## Part 1:

Gives an indication of the types of index headings you should consider based on the business you operate and is split into sections for:

- A: General (all of company manual)
- B: Contractor Requirements
- C: Forklift Operations
- D: Company Driver Specific Information

Not all headings and subsets will apply to all companies and there will be additional ones required by some operations dependent on the specifics of the operation.

Those marked with an asteric \* should be included in your format as minimal requirements even if some of the sub headings in those sections don't apply (leave them out and add extras as applicable)

*NOTE: You may wish to have one complete manual, or use A for everyone with the additional sections as specific instructions in addition*

## Part 2:

Gives wording or assisting comment that can be used for some of the sections you may wish to incorporate in the compliance manual (headings do not necessarily "agree" with section 1 headings).



# Company Compliance Manual

## NOTE:

This is only a guide and should be treated as such, while having a manual within a company is a good first step, it is the ongoing adherence and refining of systems to eliminate risks that is critical. Experience shows that the “human factor” is the most difficult to change in any business to ensure all have a safe environment to work in whether on your site, the road or customer sites therefore, it is imperative that the culture within an organisation changes from the Top down and proper training and refreshers are given on a regular basis.

Management **MUST** be seen to be complying as well otherwise why should the others?

**For assistance in developing a Compliance Manual specific to your business contact:  
Latus Business Solutions on 03 8620 2800 or Email [sarah@latus.com.au](mailto:sarah@latus.com.au)**

## DISCLAIMER:

The Victorian Transport Association has provided this information as a simple guide to the basic requirements we feel should be implemented. to minimise your risk under the relevant laws and regulations.

The Victorian Transport Association inc. does not state or imply by the publication of this guide that if implemented it will cover all your areas of risk under the relevant laws / regulations.

Each company / business that uses these as a guide should verify their individual needs against the laws and regulations that apply to their operation and where necessary verify this with their legal representatives.



# Company Compliance Manual

## PART 1:

### A: General (All of Company Manual)

- 1.0 COMPANY INTRODUCTORY STATEMENT \***
- 2.0 COMPANY PROFILE**
- 3.0 INTRODUCTION**
- 4.0 FACILITIES AND AMENITIES**
- 5.0 IMPLEMENTATION**
- 6.0 CONTACT NUMBERS**
- 7.0 EMERGENCIES \***
  - 7.1 GENERAL EMERGENCY PROCEDURES
  - 7.2 EVACUATION
  - 7.3 FIRE
  - 7.4 LOCATION AND OPERATION OF FIRE EXTINGUISHERS
  - 7.5 SERIOUS INJURY
  - 7.6 ELECTRICAL SHOCK - WARNING!
- 8.0 CORPORATE OCCUPATIONAL HEALTH & SAFETY POLICY \***
  - 8.1 RESPONSIBILITIES
  - 8.2 EMPLOYER'S RESPONSIBILITIES
  - 8.3 EMPLOYEE'S & SUB CONTRACTOR RESPONSIBILITIES
- 9.0 SAFETY COMMITTEE OVERVIEW \***
- 10.0 GENERAL SAFETY RULES \***
- 11.0 GENERAL COMPANY OPERATING REQUIREMENTS \***
  - 11.1 OPERATIONS
  - 11.2 SPEED
  - 11.3 SEAT BELTS
  - 11.4 TRAFFIC MANAGEMENT PLAN
  - 11.5 WARNING DEVICES
  - 11.6 THE YARD
  - 11.7 TRUCK LOADING/UNLOADING
  - 11.8 THE FACTORY/PRODUCTION AREA
  - 11.9 PEDESTRIAN AREAS
  - 11.10 PEDESTRIAN'S RESPONSIBILITIES
  - 11.11 HIGH VISIBILITY CLOTHING OR VESTS
  - 11.12 NON-CONFORMANCE
- 12.0 SAFETY \***
  - 12.1 SAFETY STANDARD
  - 12.2 INDUCTION AND REGISTRATION
  - 12.3 SITE ENTRY
  - 12.4 WORK PERMITS AND PROCEDURES
  - 12.5 PROTECTIVE CLOTHING AND EQUIPMENT
  - 12.6. FIRST AID
  - 12.7 ACCIDENT OR INCIDENT REPORTING
  - 12.8 REPORTING SAFETY HAZARDS
  - 12.9 CHEMICALS
  - 12.10 MOBILE EQUIPMENT
  - 12.11 SAFETY AUDITS AND INSPECTIONS
  - 12.12 NON COMPLIANCE WITH REQUIREMENTS
  - 12.13EMERGENCY PROCEDURES
- 13.0 COMPANY CAR USER CONDITIONS**



# Company Compliance Manual

## 14.0 HYGIENE

- 14.1 SMOKING
- 14.2 INJURIES & ILLNESS
- 14.3 CLOTHING
- 14.4 QUARANTINE
- 14.5 HOUSEKEEPING

## 15.0 MANUAL HANDLING & LIFTING \*

- 15.1 LIFTING PROCEDURES
- 15.2 CORRECT FEET PROCEDURE
- 15.3 FIRM HOLD ON PALM
- 15.4 STRAIGHT FLAT BACK
- 15.5 HEAD RAISED, CHIN IN
- 15.6 LIFT WITH LEGS
- 15.7 MOVE

## 16.0 CHAIN OF RESPONSIBILITY \*

- 16.1 WHAT IS THE CHAIN OF RESPONSIBILITY?
- 16.2 WHO IS COVERED BY THE CHAIN OF RESPONSIBILITY?
- 16.3 CORPORATE AND MANAGEMENT LIABILITY
- 16.4 ENFORCEMENT POWERS
- 16.5 TRANSPORT COMPANY - DRIVER
- 16.6 TRANSPORT COMPANY - SCHEDULER
- 16.7 VEHICLE LOAD/ DISPATCH
- 16.8 SUPERVISORS/ MANAGERS
- 13.9 ORDER PLACING/ RECEIVING

## 17.0 LOAD RESTRAINT PRACTICES - \*

- 17.1 CARRIERS GENERAL PRINCIPLES

## 18.0 PRODUCT MOVEMENT \*

- 18.1 CONDITIONS OF TRANSFER
- 18.2 REQUIREMENTS FOR VEHICLES/CONTAINERS
- 18.3 MANDATORY CONDITIONS
- 18.4 FOR LOADING / UNLOADING REFRIGERATED VEHICLES WHERE DOCK LEVELLERS ARE IN PLACE
- 18.5 FOR LOADING / UNLOADING REFRIGERATED VEHICLES WHERE THERE ARE NOT DOCK LEVELLERS IN PLACE AND A PALLET JACK IS REQUIRED TO BE USED TO MOVE THE PALLETS INTO PLACE INSIDE THE TRUCK
- 18.6 FOR LOADING / UNLOADING VEHICLES WITH CURTAINS WHERE SIDE ENTRY IS REQUIRED

## 19.0 FORKLIFT OPERATIONS \*

- 19.1 GENERAL
- 19.2 AUTHORITY TO DRIVE FORKLIFTS
- 19.3 REPORTING DEFECTS
- 19.4 SAFE WORKING LOAD

## 20.0 FATIGUE \*

- 20.1 WHAT IS FATIGUE?
- 20.2 WHAT OTHER THINGS CONTRIBUTE TO FATIGUE?
- 20.5 SIGNS OF BEING FATIGUED



# Company Compliance Manual

## **21.0 DESIGNATED WALKWAYS & DRIVER ZONES \***

### **21.1 EXCLUSION ZONES SUMMARY**

## **22.0 INCIDENTS / ACCIDENTS \***

### **22.1 MOTOR VEHICLE ACCIDENT REPORTING** **22.2 REPORTING PROCESS**

## **23.0 WORKERS COMPENSATION & WORKPLACE REHABILITATION \***

### **23.1 WORKERS COMPENSATION** **23.2 WORKPLACE REHABILITATION**

## **24.0 DRUGS & ALCOHOL \***

## **25.0 SMOKING \***

## **26.0 WORKING AT CUSTOMER OR SUPPLIER LOCATIONS \***

## **27.0 CUSTOMER/ SUPPLIER RELATIONS AND COURTESY \***

## **28.0 PERSONAL APPEARANCE AND DRESS**

## **29.0 EQUAL OPPORTUNITY \***

## **30.0 SEXUAL HARASSMENT \***

### **30.1 INTRODUCTION** **30.2 WHO IS RESPONSIBLE TO PREVENT SEXUAL HARASSMENT?** **30.3 WHAT TO DO IF YOU CONSIDER YOU ARE BEING HARASSED**

## **31.0 BULLYING \***

## **32.0 EMPLOYMENT TERMS & CONDITIONS \***

## **33.0 CONTRACTOR CONTROL \***

### **33.1 SITE SUPERVISORS AND SUB-CONTRACTORS RESPONSIBILITY** **33.2 SECURITY AND SITE ACCESS AND THEFT**

## **34.0 SECURITY & THEFT \***

## **35.0 LOCATION & SITE INFORMATION \***

## **36.0 REPORTING FIT FOR DUTY \***

## **37.0 DECLARATION \***



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## B: CONTRACTOR REQUIREMENTS

1. LEGAL REQUIREMENTS\*
- 2.0 INSURANCES\*
- 3.0 JOB RECORDS\*
- 4.0 CONTRACTORS TO CO-OPERATE\*
- 5.0 WARRANTY AND DEFECTS LIABILITY\*
- 6.0 MISCELLANEOUS COMPANY SPECIFIC REQUIREMENTS\*  
(necessary parts of Company General Compliance Manual)
- 7.0 WAIVER AND AMENDMENT\*
- 8.0 CONFIDENTIALITY\*
- 9.0 FORCE MAJEURE\*
- 10.0 INVOICING & PAYMENT\*
- 11.0 TRANSPORT CONTRACTOR SAFETY AGREEMENT\*
  - 11.1 DEFINITION
  - 11.2 GENERAL OBLIGATIONS
  - 11.3 ARTICLES
  - 11.4 ALCOHOL AND DRUGS
  - 11.5 EMERGENCY SERVICES
  - 11.6 WARNING SYSTEMS
  - 11.7 REPORTING OF ACCIDENTS/INCIDENTS/INJURIES
  - 11.8 SUBSTANCES AND EQUIPMENT
  - 11.9 FORK LIFTS
  - 11.10 WORK AT HEIGHT
  - 11.11 PERSONAL PROTECTIVE EQUIPMENT
  - 11.12 WORKPLACE INSPECTIONS
  - 11.13 PROCEDURE FOR ARRIVAL AND DEPARTURE FROM SITE
  - 11.14 COMPLIANCE WITH CONTRACTOR SAFETY AGREEMENT
  - 11.15 CONTRACTOR DECLARATION



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## C: FORKLIFT OPERATIONS

### 1.0 MANAGING FORKLIFT TRUCK OPERATIONS

- 1.1 THE REQUIREMENTS
- 1.2 EMPLOYER'S DUTY OF CARE
- 1.3 EMPLOYEE'S DUTIES
- 1.4 MANAGERS/SUPERVISORS
- 1.5 TRAINING

### 2.0 SAFE FORKLIFT TRUCK OPERATIONS

- 2.1 GENERAL SAFETY
- 2.2 USE OF FORK ARMS
- 2.3 SIMULTANEOUS LIFTING
- 2.4 UNATTENDED FORKLIFTS
- 2.5 RAISING PERSONNEL
- 2.6 PEDESTRIANS
- 2.7 RIGHT-OF-WAY
- 2.8 REMOVABLE ATTACHMENTS
- 2.9 USE OF FORK ARMS FOR NON-STANDARD LOADS
- 2.10 WEIGHT OF CONTAINERS
- 2.11 FUEL HANDLING AND STORAGE
- 2.12 BATTERY CHARGING AND TRAINING
- 2.13 RACKING
- 2.14 DAMAGE TO RACKING
- 2.15 INSPECTION OF RACKING

### 3.0 MAINTENANCE OF THE EQUIPMENT

- 3.1 GENERAL
- 3.2 ALLOCATION OF RESPONSIBILITIES
- 3.3 THE EMPLOYER
- 3.4 MANAGERS AND SUPERVISORS
- 3.5 OPERATORS (DRIVERS)
- 3.6 CONTRACTS FOR MAINTENANCE
- 3.7 COMMON FAULTS WITH FORKLIFT TRUCKS
- 3.8 TRAINING
- 3.9 COMPETENCY OF MAINTENANCE PERSONNEL
- 3.10 COMPETENCY OF OPERATORS TO PERFORM MAINTENANCE WORK
  - 3.10.1 NEW OPERATORS
  - 3.10.2 EXISTING OPERATORS

### 3.11 SAFE WORK PROCEDURES DURING MAINTENANCE

- 3.11.1 MAINTENANCE PERSONNEL
- 3.11.2 MAINTENANCE AREA
- 3.11.3 USE OF JACKS, STANDS, HOISTS AND SERVICE PITS

### 4.0 REFERENCED DOCUMENTS

- FORKLIFT OPERATIONS MANUAL
- FORKLIFT MAINTENANCE MANUAL

### 5.0 USE OF WORK PLATFORMS

### 6.0 OPERATOR'S PRE-STARTUP CHECKLIST

- 1 THE REQUIREMENTS
- 2 THE DAILY SAFETY CHECKLIST
- 3 TRAINING
- 4 NON-CONFORMANCE





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## D: COMPANY DRIVER SPECIFIC INFORMATION

### 1.0 PASSENGERS

### 2.0 DRIVER'S LICENCE

### 3.0 FINES

### 4.0 START OF DAY

- 4.1 ON SITE
- 4.2 DOCUMENTATION
- 4.3 CONSIGNMENT NOTES
- 4.4 CUSTOMER/ SUPPLIER DOCUMENTATION
- 4.5 SPECIAL INSTRUCTIONS
- 4.6 SHORTAGES & DAMAGED PRODUCT
- 4.7 PAPERWORK SUMMARY
- 4.8 FALL RESTRAINT
- 4.9 DRIVERS & LOADING RESPONSIBILITIES
- 4.10 Tanker Functions
- 4.11 Storage & Distribution Functions
- 4.12 FORKLIFT USE IN WAREHOUSES
- 4.13 ARRIVAL AT DESTINATION
- 4.14 RETURN TO YARD

### 5.0 WORK PRACTICES

- 5.1 INSPECT YOUR VEHICLE
- 5.2 DRIVING HABITS
- 5.3 MASS MANAGEMENT
- 5.4 INSTRUMENTS
- 5.5 ON ROUTE TYRE/LOAD CHECK
- 5.6 PARTLOW RECORDER
- 5.7 TAMPERING WITH EQUIPMENT
- 5.8 SPEED
- 5.9 ON BOARD RECORDING DEVICES
- 5.10 DISCONNECTING TRUCK/TRAILER
- 5.11 ENGINE BRAKES
- 5.12 ADJUSTING BRAKES
- 5.13 OPERATING FRIDGE UNITS
- 5.14 OPERATING PUMPS/ CONNECTING HOSE LINES
- 5.15 SEATBELTS

### 6.0 OPERATIONAL PROBLEMS & ISSUES

### 7.0 FUEL

### 8.0 TRUCK TELEPHONES

### 9.0 BREAKDOWNS ON ROADS

### 10.0 LOCATION & SITE INFORMATION

### 11.0 DECLARATION

- VEHICLE CHECKLIST – TRUCK
- DAILY VEHICLE REPORT



# Company Compliance Manual

## PART 2.

### INTRODUCTION

*[Insert company name]* is committed to safety and this manual outlines the organisations code of behaviour for all Staff and Contractors.

The manual sets out the company's rules, regulations, standards of behaviour and procedural issues.

It has been designed to help you understand your responsibilities and obligations as a company employee or contractor.

It is also a reference manual of the company's policies and procedures and a training and induction guideline.

All company staff and contractors are expected to abide by this manual. Accordingly, it is expected that you will read, understand and work in accordance with the documented requirements. If after reading through this manual and being involved in the induction training you are unsure on any issue, please contact your supervisor or manager immediately.

A signed copy of this manual will be kept in your training/personal file.

Note: No manual can provide all the answers. If you do not know, or are unsure, – ask your supervisor. Do not guess.

### GENERAL

Be courteous at all times - our customers and the general public judge us by your actions. Drivers and contractors are expected to comply with all appropriate legal requirements and acceptable community standards while on company business.

Please ensure that you always:

- Be courteous and helpful to customers
- Be a team player
- Wear your uniform (if applicable) with pride and ensure it is clean and presentable at all times
- Always maintain a professional appearance
- Ensure your vehicle is clean and presentable
- Always think safety for yourself, others and your equipment

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## CONDITIONS OF EMPLOYMENT

This section requires specific input from the company. It should detail the terms and conditions of employment. Where specific contracts have not been developed for contractors, it should also detail the terms and conditions under which contractors are employed.

If your company is a registered user of the *VRoads*, Online Driver and Licence Status System (DALS), you may wish to include signing of the DALS, Driver Authorisation form in this section. For more information regarding DALS, contact *VRoads*.

## DANGEROUS GOODS

*This section only applies to companies carting dangerous goods. It should cover the legislative requirements for carting dangerous goods and detail any specific on-site requirements.*

To drive a vehicle which transports bulk dangerous goods on Victorian roads you must be registered with, and have a current permit from the Victorian WorkCover Authority to carry that class of dangerous goods. You must carry that permit with you and have a valid driver licence for the category of vehicle you are driving.

## DRIVER LICENCE

Your employment is conditional on you holding a current and valid Drivers Licence of the appropriate class. Should your licence be withdrawn for speeding, accumulated demerit points, or any other reason, you must notify your manager or supervisor immediately.

You must hold a valid driving licence for the class of vehicle or plant equipment that you operate. You must carry your current, relevant and valid National licence with you while on duty.

It is an offence to drive a vehicle in a category for which you are not licensed. It is also an offence to employ, or allow someone who does not hold the right category of licence to drive that vehicle.

You must notify your supervisor immediately if there is any change in your eligibility to drive or operate a vehicle. This includes loss of licence or any restrictions placed on your licence.

## HARASSMENT & BULLYING

*This section should reflect a company's policy in relation to Equal Opportunity legislation.*



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## MASS AND DIMENSION LIMITS

This section should outline the mass and dimension limits for the types of vehicles being used to cart product and equipment provided to enable drivers to ensure that maximum weights are not exceeded. Where the company has procedures regarding mass management these should be detailed in the manual.

Drivers must be aware of the **GM** of the vehicle they are driving to make sure the vehicle is appropriate for the load. **B**th owner and driver are guilty of an offence if dimension limits are exceeded.

## BIDGES AND OERHEAD OSTRUCTIONS

**B**dges are marked with weight load limits and overhead obstructions with clearance heights. To observe these posted limits, you must know the weight of your loaded vehicle, the load on each axle and the height of your vehicle.

## OH&

*This section should reflect a company's OH&S policy and include specific operating instructions. Include any OH&S Rehabilitation Processes that may apply.*

## SEAT BLT WEARING

The law requires all drivers and any occupants to wear a seat belt. You must ensure that you and any passengers are wearing seat belts whilst driving. If you are concerned about the working of your seat belt, advise your supervisor immediately.

## BHAIOR

**B**polite when dealing with customers and members of the public. Our company is judged by your behaviour both on the road and within a customers' premises. We are all part of the general community, so it is expected that you will comply with all legal requirements and accepted community standards whilst conducting business activities.

## COMPANY PROPERTY

*This is a matter for individual companies as it relates to equipment and property damage, and the unauthorised use of such equipment.*

## DESIGNATED ROUTES

*This section should detail any designated routes the driver is required to use and provide advice on applicable information bulletins, gazette notices and permits that the driver is required to carry when on business for the company.*

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You must know the laden height of your vehicle and plan your route to avoid any low bridges, telephone, or electricity wires along the way.

## DISCIPLINARY ACTION

This section should detail the company's policy in relation to breaches of the 'code of behaviour', breaches of company policy and procedures. It should cover counselling, retraining, warnings and dismissal. It is important that, where the company does not have an industrial relations department, that legal advice be sought on the development of this section.

## DRUGS AND ALCOHOL

Possession of, or being under the influence of, alcohol or illegal drugs or drugs which will affect your ability to perform your job is prohibited.

You are not permitted to carry drugs (other than prescription medication) in a company vehicle.

Where taking prescribed medication, advice should be sought from the doctor or pharmacist to ensure that the medication will not affect your ability to perform your work duties. You should also advise your supervisor when taking any medication.

As alcohol remains in the body for several hours, as a guide it is suggested that you do not consume alcohol for at least eight hours before commencing work. Remember that the law requires drivers of vehicles above 16 tonnes to have a zero blood alcohol level.

Where a supervisor suspects that an employee is under the influence of alcohol or drugs, the supervisor may request that the employee undergo testing by an approved doctor.

Disciplinary action may be taken against employees failing to abide by this policy.

## FATIGUE

You should be adequately rested before commencing any work within the company.

Never drive while fatigued. If you feel the onset of fatigue take a 'power nap' at the next safe location.

Driver shifts will be designed so that you will be able to have adequate rest breaks to minimise the chance of Fatigue and to comply with regulations.

*Where companies are accredited for Fatigue Management, procedures relating to this scheme should be provided.*



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## DRIVING HOURS

The following are the regulated driving hours for vehicles above 12 tonnes GVM:

- Maximum of 12 hours driving, plus 2 hours for non-driving work in any 24 hour period.
- A 30 minute rest break or two 15 minutes breaks must be taken in any 5 ½ hour period of driving.
- Minimum of 10 hours rest, including a six hour continuous rest break in any 24 hour period.
- Maximum 72 hours of driving in any 7 day period
- One period of continuous 24 hour rest in any 7 day period.

You should familiarise yourself with the above legal requirements. If you have any concerns, please contact your supervisor.

You will be required to record driving, working and resting times on a 'work sheet'. Where you are required to travel beyond a 100 km radius, you will also be required to maintain a National Driver Log Book. Where you are required to complete a log book, the duplicate page or, in the case of a contactor, a copy of the duplicate page should be provided to your supervisor.

A log book is required to be carried and completed by drivers of heavy trucks greater than 12 tonnes Gross Vehicle Mass (GVM), or truck and trailer combinations with a combined Gross Combination Mass (GCM) greater than 12 tonnes.

## FIT FOR DUTY

Safe and efficient performance requires that all staff be physically capable and mentally alert. You are expected to report to work well rested, physically able, and mentally alert to perform your duties.

## HEALTH AND MEDICAL

*This is a matter for individual companies. Some companies may choose to require their staff to undergo regular medical and health checks as part of their company policy, others may choose to do this only on recruitment or when issues arise.*

There is a wide range of medical, hearing and eyesight conditions which may impact on your ability to work safely.

If you have a medical condition, it is in your own interest to ensure that it is appropriate for you to operate machinery or drive a vehicle.

If you are concerned that you may have a medical condition which may affect your ability to work safely, you should speak to your doctor.

Note: There is a legal obligation for all drivers to notify VicRoads if they have or develop a medical condition that may impact on their ability to drive safely.

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## NON SMOKING POLICY

*This is a matter for individual companies. Some companies may choose to support a smoke-free environment, others may choose to nominate specific Smoke-free zones.*

Safe and efficient performance requires that all staff be physically capable and mentally alert. You are expected to report to work well rested, physically able, and mentally alert to perform your duties.

## PASSENGERS

*This section should outline the company's policy of allowing passengers in company or contractor vehicles. Insurance as well as safety issues on site need to be considered in formulating this section.*

## PERSONAL APPEARANCE

*This is a matter for individual companies. Some companies may require staff to wear and maintain a company uniform, while others may only require the staff to maintain a neat appearance.*

## ACCIDENT/INCIDENT REPORTING

*This section should outline the company's policy and procedures in relation to accident and incident reporting such as injuries, spills, near misses, damage to equipment, environmental incidents and loss of containment both in the operation, on the road and at customer premises. It may include the forms you or your insurer may need completed.*

If your vehicle is involved in an accident you must try to get to the side of the road to prevent another accident from happening. You must also protect the area by using hazard warning lights, or your portable warning triangles.

## BREAKDOWNS AND MECHANICAL PROBLEMS

Your vehicle becomes a road hazard when it is on the road broken down – use the three portable warning signs provided, these must be placed at the side of, and between 50 - 150 metres to the front, and rear of the vehicle.

*This section should outline the company's procedures for reporting breakdowns and mechanical problems, include emergency contact phone numbers where applicable.*



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## INJURY MANAGEMENT

*This section should outline the company's OH&S policies and procedures regarding injuries and return to work.*

## LOAD RESTRAINT

*The company should ensure that its load restraint procedure complies with the performance standards in the national Load Restraint Guide.*

You should ensure that loads are restrained as per the current national Load Restraint Guide..

Drivers should ensure that all restraint equipment is in a serviceable condition prior to commencing a trip. Loads should be checked frequently on the journey to ensure adequate restraint. Never leave loose restraint equipment or dunnage on the trailers.

A safety check must be done at each driver rest stop, checking at least the following:

- Tyres
- Couplings
- Lights
- Oil or water leaks
- Load and load restraint.

## COMPANY DRIVER

Before starting off on the first journey of your shift you must carry out a vehicle inspection, in accordance with the 'Daily Commercial Vehicle Inspection Checklist'. The checklist should be completed, signed and handed to the supervisor. Any defects should be reported immediately to the supervisor.

You should also undertake regular vehicle safety checks during your shift. The checks should include, tyres, wheel nuts, temperature and pressures, oil, coupling, and load restraint. Never drive a vehicle you believe to be unsafe.

## VEHICLE CLEANLINESS

Rubbish must be removed from your truck cabin at the end of each shift. Your vehicle and cabin must be kept clean at all times.

## CONTRACTOR MAINTENANCE

You are required to supply completed copies of your maintenance records which details repairs and maintenance carried out in the previous month.

You are required to report details of vehicle defects which have the potential to affect your ability to work, or the roadworthiness of the vehicle.

## MASS MANAGEMENT

*This section should detail the company's procedure for ensuring the gross vehicle mass is not exceeded eg container manifests, weigh bridges and on-board*



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## ON-BOARD MONITORING

*This section should detail the company's procedure for ensuring the gross vehicle mass is not exceeded eg container manifests, weigh bridges and on-board*

*Where on-board computers are fitted, this section should detail the procedures for using such equipment.*

## REVERSING

Get out and check behind the vehicle, check clearance at sides, tops and bottom, and keep the trailer doors closed until you are in close proximity to the loading dock.

Commence reversing at a slow and steady pace, whilst constantly monitoring your mirrors for pedestrians and other traffic. If in doubt stop, get out of the vehicle and recheck location and distance clearances.

If you use someone to guide you be mindful of the position of that person, make sure that you can see them at all times.

## BRAKING

Always brake with care, remember that the truck will react differently depending on the size and weight of the load, the distribution of the load, the road surface and weather conditions.

You should never drive a vehicle with faulty or suspect brakes. Braking faults should be reported immediately to your supervisor.

Engine brakes are auxiliary to the main service brakes. Never use your engine brakes on slippery or wet surfaces, as a jack-knife may occur from which you may be unable to recover. Unless emergency braking is required, do not use engine brakes in or near residential and built up areas as they can be extremely noisy.

## HIGHWAY COURTESY

The road is there for all road users, you should always show courtesy and patience to other road users. Make allowances for errors and inappropriate actions by other road users. Your heavy vehicle will obscure the view of drivers behind you. They may not even see a red traffic light ahead. Give drivers behind you as much warning as possible of your intention to slow down or stop.

As a professional driver you should always give right of way. Remember fire trucks, police vehicles and ambulances all have right of way when sirens or lights are flashing. Pull over to the left or stop to enable them to pass.

## OVERTAKING/PASSING

Do not overtake a vehicle unless you have sufficient speed to enable you to overtake quickly and regain your correct side of the road.

You should never overtake in the following circumstance:

- Over continuous lane separation lines;
- On narrow roads;
- Near or on a curve or crest of hill;
- Near or on a bridge;
- At railway crossings or tunnels;
- When clear vision is restricted; and
- Through road work areas.



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Never indicate or flash your lights to influence overtaking by other road users. Never use the CB radio or mobile phone to direct other vehicles to overtake.

## PARKING

When parking a vehicle for any length of time, park away from houses, shops and schools, and as far away from the moving traffic as possible. Always park your vehicle in a safe position where it can be seen by other vehicles and traffic is not forced to divert around the vehicle. You must be careful and try to park as far away from the stream of traffic as possible.

You must use portable signals when you have stopped and your vehicle cannot be seen at any time for a distance of 200 metres in all directions. You must also use warning signals if any part of your load falls off. Signals must be placed between 50 metres and 150 metres in front, and to the rear of the vehicle or fallen load. The third signal must be placed at the side of the vehicle to give sufficient warning to other road users.

When parking or stopping your vehicle at night you must leave its parking lights on, if your vehicle is over 2.2 metres wide all clearance and side-marker lights must be on, unless you can be seen by street lighting for 200 metres in all directions.

Special rules apply for parking vehicles carrying dangerous goods. Check these rules with the Victorian WorkCover Authority.

## RAILWAY CROSSINGS

Always look both ways before attempting to drive through a railway crossing, especially when there is more than one rail line to cross. Never drive through a railway crossing when the red lights are flashing. Always stop and wait until the red light stops flashing and the train has passed through the crossing. Be sure you can cross safely before attempting to drive through the crossing.

Always stop at unlit or unsupervised railway crossings before proceeding.

Special rules apply for vehicles transporting dangerous goods at railway crossings. Check these rules with the Victorian WorkCover Authority.

## ROAD HAZARDS

You should always adjust your driving to suit the following conditions:

- Rough and slippery surfaces
- Narrow or winding roads
- Low wires, roofs or awnings
- Low bridges, tunnels, underpasses and trees
- Livestock on or beside the road.
- Livestock on or beside the road.

Your vehicle can become a road hazard when it is broken down on the road, use the portable warning signs (safety triangles) provided. The triangles should be placed at the side of the vehicle and at between 50-150 metres to the front of the vehicle and 50-150 metres to the rear of the vehicle.

You should never pass under a bridge without checking its clearance. Never travel under a bridge that is sign posted at, or below the height of your vehicle.

# Company Compliance Manual

## SPEED

You should always drive at a speed appropriate to the conditions. You must also observe speed restrictions relevant to your vehicle configuration. Refer to Section 1.9 of the manual.

When travelling on unfamiliar roads, you should adjust the speed of the vehicle such that you are able to stop suddenly in the case of deviations, culverts and other hazards.

You should always follow posted signs that provide a guide to the condition and characteristics of the road.

Always reduce your speed in wet conditions – drive slowly, even if this results in delays to delivery and pick up schedules.

You should descend hills at sign posted truck speed and gear instructions, or in the gear you climbed the hill in.

Always observe the road work speed limits.

You should take corners at or below the speed indicated on the advisory sign.

Plan your trip well ahead to give you more reaction time and plenty of time to arrive safely.

Always observe the speed limit in depots, parking lots, rest areas, customer's premises and work sites.

If you have been found travelling in excess of the applicable speed you will face disciplinary action.

## SPEED LIMITERS

All vehicles above 15 tonne GVM built after December 1990 and above 12 tonne GVM built after January 1991, have been fitted with a speed limiter to ensure that the vehicle does not exceed the maximum permitted speed of 100 km/h. Anybody found tampering with a speed limiting device will face disciplinary action.

## TAILGATING

Always maintain a gap between yourself and the vehicle directly in front of you, to allow adequate stopping distances. The gap you must maintain is dependent on road and weather conditions, the vehicle size and weight, traffic conditions and speed. You should double the gap between you and other vehicles in adverse conditions.

The legal following distance in areas without streetlights is 60 metres (100 metres if following a vehicle carrying a long load) or 200 metres for a B-double.

A gap of 60 metres is:

- About the length of four semi-trailer combinations,
- About 12 car lengths, or
- Approximately four seconds.

You should never travel closely behind another vehicle, particularly cars, as it can be intimidating and viewed as aggressive driving behaviour.



# Company Compliance Manual

## ACKNOWLEDGEMENT OF RECEIPT

I have received a copy of the *Company Compliance Manual or Contactor Manual or Driver instructions or Forklift Operations Manual etc*, I understand and agree that I have read and been taken through the contents of this manual at an official training session.

To protect the public, my colleagues, and myself, I will follow the safe practices and procedures it contains and report any instances of breaches or improvements that can be made.

I UNDERSTAND THAT BREACHES OF THE STANDARDS SET OUT IN THIS MANUAL, MAY LEAD TO DISCIPLINARY ACTION INCLUDING DISMISSAL FOR SERIOUS OR CONTINUED BREACHES.

DATE	
ISSUED TO	
SIGNATURE	
DRIVER'S LICENCE NUMBER	
LICENCE EXPIRY DATE	
DRIVERS CLASS	
OTHER LICENCES HELD	REGISTRATION NUMBER & VALID TO DATE
FORKLIFT	
CRANE DRIVER	
DANGEROUS GOODS	

PLEASE COMPLETE, SIGN, AND RETURN THIS PAGE TO YOUR TRAINING OFFICER FOR INCLUSION IN YOUR PERSONNEL TRAINING FILE.

## Acknowledgements

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