

Chain of Responsibility Policy

April 2020 | Version 1



ICE®

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CARGO EXPRESS

Introduction

The aim of Chain of Responsibility (CoR) is to ensure that everyone in the supply chain shares the responsibility to prevent breaches of the Heavy Vehicle National Law (HVNL). From October 2018, the law became far more proactive, requiring all parties that form the chain to review their policies and procedures and implement changes to ensure compliance with the HVNL.

It is now not solely the responsibility of the person(s) who loads or drives the vehicle to ensure compliance. Now, every member within the chain can be held personally and collectively responsible for breaches of the HVNL. All people in the supply chain must take all reasonably practicable steps to ensure that the terms of a consignment or work/employment contracts will not result in, encourage, reward, or be an incentive to break any road transport law, for a driver or other party in the supply chain.

For Management, this means all current policies are in place, procedures are followed, records are kept, maintained and audited, and appropriate training is provided. For Staff, it is a requirement that policies are accepted, procedures are followed and training is undertaken. Both parties are expected to be vigilant in communicating and monitoring all aspects that form part of the CoR.

Failure to implement preventative measures, so to avoid CoR breaches, may result in fines for both individuals and organisations.

As International Cargo Express (ICE) is a Freight Forwarder & Customs Broker, and we do not own our own vehicles, the following CoR fields are applicable:

- Consignor/consignee of goods for transport by the vehicle
- Loading manager
- Packer of goods to be loaded on to the vehicle
- Loader of goods on to the vehicle
- Unloader of goods from the vehicle

Further questions regarding CoR should be directed to your immediate supervisor, Branch Manager or the Managing Director.

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Chain of Responsibility Policy

OUR COMMITMENT

International Cargo Express Pty Ltd is committed to achieving Chain of Responsibility compliance under the Heavy Vehicle National Law.

HOW WE WILL MEET OUR COMMITMENT

The Heavy Vehicle National Law imposes legal liability on all those in the supply chain who have responsibility for tasks where their actions, inactions or demands put driver's lives and other lives at risk. Under the legislation, any party who has control in the supply chain, can be held responsible and may be legally liable.

Our objective is to eliminate, where reasonably practicable, all CoR-related risks throughout our organisation.

To this end, we have implemented a risk management based CoR Framework throughout the organisation that addresses the CoR target areas of mass, dimension, load restraint, fatigue and speed, along with other supporting areas.

The CoR Framework sits within the Risk Management Framework and supports the Work Health and Safety Policy. The CoR Framework includes a:

- CoR Policy

Range of supporting policies including:

- Drugs and Alcohol
- Consultation and Communication
- Training and Competency
- Code of Conduct
- Document and Record Control

- Range of supporting procedures including:

- Risk Management
- CoR Training and Communication
- Hazard Observation

- Incident Management
- Employee Misconduct
- Range of supporting workplace tools and templates

All elements of the CoR Framework are monitored and reviewed on an ongoing basis and audited regularly according to the established audit calendar, to ensure continued compliance with the legislation and the requirements of our Risk Management Policy, Procedure and Framework.

All details of CoR-related risks, control measures and implementation responsibilities are documented in the Risk Register.

SCOPE

This policy and supporting procedures apply to any worker who is part of the Chain of Responsibility (including but not limited to the roles listed below).

RESPONSIBILITIES

International Cargo Express Pty Ltd has identified the following roles within our organisation with obligations under Chain of Responsibility, as:

Employer of the prime contractor of the driver/operator of the vehicle/person conducting a business or undertaking (PCBU) referred to as 'the Transport Company'

- Consignor/consignee of goods for transport by the vehicle
- Loading manager
- Packer of goods to be loaded on to the vehicle
- Loader of goods on to the vehicle
- Unloader of goods from the vehicle
- A summary of the key responsibilities for each role are listed below.

Loading Manager Responsibilities

The loading manager is a worker who supervises the activities of loaders or unloaders. In our organisation this responsibility is accepted by Warehouse and Operations Staff.

Load restraint

The loading manager must:

- Ensure correct procedures are used to so that the load is securely restrained
- Check when the truck arrives to ensure the load has not shifted or become unstable due to lack of load restraint
- Allow drivers access to the loading area to supervise and/or participate in the load restraint process

Mass and dimension

The loading manager must ensure that:

- Any changes between order and loading (such as extra pallets or extra weight), is conveyed to the driver, transport company and consignee
- Loads are loaded and placed on trailers according to customer and/or transport company load plans

Fatigue

The loading manager must:

- Stop loading and contact the transport company or site manager if a driver appears fatigued
- Minimise queues and have a call-up system available (on arrival, the driver checks in with the appropriate office)
- Notify the driver and/or scheduler immediately of any loading delays or potential missed timeslots
- Take reasonable steps to ensure the driver is able to take rest while waiting for the vehicle to be loaded/unloaded
- Contact the transport company if the truck does not arrive on time and advise them of the next available timeslot or the delay time

Speed

The loading manager must ensure that loading and unloading:

- Arrangements do not require drivers to speed
- Times and delays are regularly reviewed

- Bottlenecks are identified and resolved promptly

Packer Responsibilities

The packer is a worker who packs and prepares the goods prior to loading. In our organisation this responsibility is accepted by Warehouse and Operations Staff.

Load restraint

The packer must use methods to ensure safe packing, such as:

- Stacking goods in a safe manner
- Ensuring goods are secured to the pallet and shrink wrapped where necessary

Mass and dimension

The packer must ensure that:

- Individual pallet weights are correct
- Load documentation and labels are accurate
- Goods packed in freight containers do not exceed the container's cargo capacity

Fatigue

The packer must ensure that the load is:

- Packed in a timely manner, without unnecessary delays and be ready to be loaded at the agreed loading time

Loader Responsibilities

The loader is a worker who is responsible for loading the goods into or onto the vehicle. In our organisation this responsibility is accepted by Warehouse and Operations Staff.

Load restraint

The loader must use methods and load restraint equipment to ensure loads do not:

- Become unstable
- Move inside the vehicle, container or other containment equipment

Mass and dimension

The loader must ensure that:

- Pressure is not put on the driver to load more than is legally allowable
- The vehicle load does not cause the vehicle mass or dimension limits to be exceeded
- For palletised loads, the driver is advised of the actual/indicative weight of each pallet and consulted to ensure that goods are loaded to the best weight distribution

Fatigue

The loader must ensure that the load is:

- Loaded in a timely manner, without unnecessary delays and be ready to be loaded at the agreed loading time

Unloader Responsibilities

The unloader is a worker who is responsible for unloading the goods from the vehicle. In our organisation this responsibility is accepted by Warehouse and Operations Staff.

Fatigue

The unloader must ensure that the load is:

- Unloaded in a timely manner, without unnecessary delays

Load restraint

The unloader must ensure that the load is:

- Checked on arrival to ensure the load has not shifted or become unstable due to lack of load restraint

Consignor/Consignee Responsibilities

The Consignor is the person or company who dispatches the goods for delivery. The Consignee is the person or company who orders and/or receives the goods.

Load restraint

The consignor/consignee must ensure that:

- The transport company is given correct and appropriate information so they can supply suitable vehicles and adequate load restraint equipment for the load
- Product packaging can withstand stacking and restraint forces without damage or breakage

Mass and dimension

The consignor/consignee must ensure that:

- Booked or ordered loads do not exceed maximum legal weight/dimension limits
- The transport company is legally registered and permitted to undertake the job they are contracted to complete

Fatigue

The consignor/consignee must ensure that:

- Orders are placed in a timely manner to allow for dispatch that can meet delivery requirements
- The timeslot for dispatch or receipt factors in appropriate time for the job to be completed within the legal driving hours, including required rest breaks
- The delivery request does not require (or incentivise) the driver to exceed driving hours and/or forego minimum rest periods
- If the agreed time is not met, alternative agreements are in place to ensure they do not breach CoR legislation

Speed

The consignor/consignee must ensure that:

- No pressure is put on the driver to exceed the speed limit
- Appropriate time is factored for the job to be completed without requiring the driver to speed
- Contingency plans are developed to deal with scheduling issues and problems with meeting deadlines
- Contracts include speed compliance and monitoring

SUPPORTING POLICIES AND PROCEDURES

This policy operates within the Risk Management Framework outlined in the Risk Management Policy and Procedure and the Work Health and Safety Policy.

This policy should be read and followed in conjunction with the:

- Drugs and Alcohol Policy

- Consultation and Communication Policy
- Training and Competency Policy
- Document and Record Control Policy
- Code of Conduct Policy and Employee Misconduct Procedure
- Hazard Observation Procedure
- Incident Management Procedure

IMPLEMENTATION AND EVALUATION

International Cargo Express Pty Ltd will ensure this Chain of Responsibility Policy is reviewed and evaluated for its effectiveness in delivering policy objectives on an annual basis or earlier, in the event of major changes to the legislation or our organisation structure and operations.

Policy authorised by: Ronald Spahr, Managing Director

Signature:  _____

Policy issue date: April 2020

Policy version number: Version 1

Policy review due date: April 2021

Code of Conduct Policy

OUR COMMITMENT

International Cargo Express Pty Ltd is committed to ethical conduct and compliance with our legal obligations in everything we do.

HOW WE WILL MEET OUR COMMITMENT

Our Code of Conduct Policy sets out the standard of behaviour expected of all workers. It is based on the values that guide our decisions, behaviours and actions.

Our values include:

- respect
- honesty
- integrity
- openness
- impartiality
- fairness
- collaboration
- diversity
- equality
- accountability
- dependability
- social responsibility

Our decisions, behaviours and actions must reflect these values at all times.

Our objectives are to:

- embed our values in everything we do
- provide a framework for appropriate behaviour that enables workers to reflect our values in their decisions, behaviours and actions
- provide a disciplinary process to be followed if the Code of Conduct Policy is breached

To this end we have implemented this Code of Conduct Policy and supporting Employee Misconduct Procedure. The Code of Conduct Policy does not encompass all possible scenarios that may arise; instead it provides a set of values to guide workers on acceptable and unacceptable behaviour. Any breaches of the Code of Conduct Policy will be subject to the disciplinary process set out in the Employee Misconduct Procedure.

SCOPE

This policy and supporting procedures apply to the decisions, behaviours and actions of all workers both in the workplace and in any work-related context (e.g. work social functions, conferences, business trips).

RESPONSIBILITIES

International Cargo Express Pty Ltd has identified the following roles within our organisation with obligations under the Code of Conduct, as:

- the employer/ person conducting a business or undertaking (PCBU)
- managers/supervisors
- workers

A summary of the key responsibilities for each role are listed below.

Employer/PCBU Responsibilities

The Employer or PCBU can be a sole trader, the partners in a partnership, a company, an unincorporated association or a government department. In our organisation this responsibility is accepted by our Managing Director.

The Employer/PCBU must:

- ensure all workers are aware of their obligations under the Code of Conduct
- encourage workers to reflect the values in all decisions, behaviours and actions
- review and audit the Code of Conduct on an ongoing basis to ensure it continues to reflect good practice and compliance with the relevant legislation

Manager/Supervisor Responsibilities

Managers and supervisors are workers who have an area of control within the workplace. In our organisation this responsibility is accepted by our Branch Managers & Operations Supervisors.

Managers and supervisors must:

- ensure all workers in their area of responsibility understand their obligations under the Code of Conduct (i.e. through induction program and job descriptions)
- ensure all workers in their area of responsibility reflect the values in all decisions, behaviours and actions
- document and report any non-conformance with the Code of Conduct in accordance with the Employee Misconduct Procedure
- resolve or appropriately escalate non-conformance with the Code of Conduct promptly

Worker Responsibilities

A worker is any person who carries out work for a PCBU, including work as an employee, contractor, subcontractor, self-employed person, outworker, apprentice or trainee, work experience student, employee of a labour hire company placed with a 'host employer' and volunteers.

Workers must:

- reflect the values in all decisions, behaviours and actions
- take responsibility for their own decisions, behaviours and actions in the workplace
- comply with all requirements of their relevant job description
- comply with all supporting workplace policies and procedures
- discuss with their manager if they have any doubts as to how to apply the Code of Conduct or the appropriate course of action in particular situations
- report any non-conformance with the Code of Conduct by themselves or others, using the appropriate form (e.g. Incident Report Form, Hazard Observation Form etc.)
- take part in any disciplinary process as a result of a breach of the Code of Conduct

KEY AREAS OF THE CODE OF CONDUCT

The following sections summarise the requirements of the key areas of our Code of Conduct.

Policies, procedures and legislation

All workers must comply with the policies and procedures of our organisation and all relevant legislation (relevant to their duties).

Attendance and punctuality

All workers are expected to be punctual and attend the workplace during their contracted hours of employment. If a worker is unable to attend work, they must notify their manager (or other delegate) promptly and provide the reason for the absence and when they are likely to return to work.

Dress, appearance and hygiene

All workers must ensure their appearance is neat, clean and appropriate for their role when they present for work and where a uniform, personal protective equipment (PPE) or High Visibility (Hi-Viz) clothing is required, it must be clean, in good condition and worn correctly. All workers must exercise a high standard of personal hygiene at all times.

Personal behaviour

All workers must perform their role in line with the values and requirements of this Code of Practice at all times.

Use of facilities, equipment, email, phones, internet and social media

All workers must take all reasonable care when using our facilities and equipment to ensure they are used correctly and are not damaged. If equipment requires a licence, it must only be operated by a worker with the appropriate licence.

Workers may only use email, phones and internet for work-related purposes. Email and web access logs may be monitored for compliance. Workers are not permitted to use workplace computers to access social media sites during their contracted hours of employment.

Safe and healthy work environment

All workers must follow the requirements of our Work Health and Safety Policy at all times. This policy aims to create a safe and healthy work environment for all workers and other persons at the workplace.

Licences, certifications and other requirements

All workers must possess all relevant licences, certifications and other requirements (such as the 'right to drive') relevant to their job description at the time of employment, hold them for the duration of their employment and immediately notify their manager if they are withdrawn/lost.

While there is no disciplinary issue if a licence is cancelled or suspended, it should be recognised that workers should never engage in an activity for or on our behalf, without a current valid licence for the activity being undertaken,

Where a licence is a condition of employment, it remains an ongoing condition of employment. Where a worker does not continue to hold all current valid licences for their role, we may allocate alternative duties, commence disciplinary procedures, or suspend or terminate their employment.

Confidential information, privacy and records management

All workers must ensure that private and confidential information for which they are responsible is secured against loss, misuse or unauthorised access. Workers must not access private or confidential information that they do not have authorisation to access. Workers must use private and confidential information solely for the purposes of performing their duties. All workers must adhere to correct document and record management procedures and must not damage, dispose of or interfere with official documents or files.

Ownership of products and copyright

All products, materials, copyright and intellectual property created, authored, discovered, developed or produced by the worker in the course of their employment will remain the property of the organisation. Upon termination of employment the worker will return all documents, data, information, equipment and other property belonging to the organisation that may be in the worker's possession.

Conflict of interest

All workers must notify their manager of any potential or actual conflict of interest they might have, that could adversely affect the organisation. Failure to disclose or resolve a conflict of interest may result in disciplinary procedures.

Gifts, commissions, benefits, gratuities

Workers must not accept a gift, commission, benefit or gratuity from a person or organisation if the intent is to influence the worker's decisions, behaviours or actions.

Small token gifts or benefits (excluding money) may be accepted as long as there is no possibility that the worker's decisions, behaviours or actions may be perceived to be compromised.

If a worker receives a gift, commission, benefit or gratuity, they must declare it to their manager. If a worker is unsure of how to respond to a gift, commission, benefit or gratuity, then they should seek advice from their manager.

Public conduct and media contact

All workers must conduct themselves in accordance with our values and this Code of Conduct when representing the organisation in public.

Contact between workers and the media is restricted. Any workers who are authorised to make comments in a public forum on any matter relating to the organisation must do so in line with our values and this Code of Conduct. Workers must not negatively reference the organisation in any public forum (including online social media).

Bullying, harassment, discrimination, other unacceptable behaviour

Workers must not engage in any activity or behaviour that may be perceived as bullying, harassment, discrimination or other unacceptable behaviour. Any of these behaviours based on race, gender, age, religious beliefs, disability, sexual orientation or any other factor will not be tolerated and will result in disciplinary procedures.

Workers have an obligation to report any instances of bullying, harassment, discrimination or other unacceptable behaviour to their manager that they observe or are subject to.

Diversity and equal opportunity

All workers will be treated the same regardless of race, gender, age, religious beliefs, disability, sexual orientation or any other factor.

SUPPORTING POLICIES AND PROCEDURES

This policy should be read and followed in conjunction with:

- all policies and procedures relevant to a worker's role
- the Employee Misconduct Procedure

IMPLEMENTATION AND EVALUATION

International Cargo Express Pty Ltd will ensure this Code of Conduct Policy is reviewed and evaluated for its effectiveness in delivering policy objectives on an annual basis or earlier in the event of major changes to the legislation or our organisation structure and operations.

Policy authorised by: Ronald Spahr, Managing Director



Signature: _____

Policy issue date: April 2020

Policy version number: Version 1

Policy review due date: April 2021

Fatigue Management Policy

OUR COMMITMENT

International Cargo Express Pty Ltd is committed to providing a workplace that is free from risks arising from drivers impaired by fatigue and a workplace where all drivers are in a fit state to perform their work.

HOW WE WILL MEET OUR COMMITMENT

Driver fatigue becomes a work health and safety risk if a driver's ability to perform their role is impaired, leading to an increased risk of injury or illness to themselves or others.

The Work Health and Safety and the supporting fatigue, driving hours and Heavy Vehicle National Laws set out a range of requirements and responsibilities for the management of driver fatigue in the workplace.

Our objectives are to:

- establish safe systems of work that eliminate (where practicable) or minimise risks caused by driver fatigue in the workplace
- provide a safe and healthy work environment free from fatigue-related incidents
- safely manage incidents where drivers are impaired by fatigue

To this end, we adopt a risk management based approach to support compliance with the legislative requirements and our objectives. We have established a Fatigue Risk Management Framework that incorporates the relevant Fatigue Management Strategy that we operate under (i.e. Standard Hours, Basic Fatigue Management or Advanced Fatigue Management).

The Framework contains the risk management stages that the organisation will use to identify, assess, eliminate (where practicable) or minimise and monitor fatigue-related risks inherent in that Fatigue Management Strategy and in applying that strategy in our business.

All details of fatigue-related risks, control measures and implementation responsibilities are documented in the Risk Register.

SCOPE

This policy and supporting procedures apply to any worker with control over or that might influence the fatigue of a heavy vehicle driver (including but not limited to the roles listed below).

References to the 'workplace' include any location where a worker undertakes activities on our behalf, including but not limited to our sites, offices, vehicles and equipment.

RESPONSIBILITIES

International Cargo Express Pty Ltd has identified the following roles within our organisation with obligations for fatigue management, as:

- loading manager
- packer of goods to be loaded on to the vehicle
- loader of goods on to the vehicle
- unloader of goods from the vehicle
- consignor/consignee of goods for transport by the vehicle

A summary of the key responsibilities for each role are listed below.

Loading Manager Responsibilities

The loading manager is a worker who supervises the activities of loaders or unloaders. In our organisation this responsibility is accepted by our Warehouse Staff and Operations Managers.

- The Loading Manager must:
- ensure loading/unloading arrangements do not cause or contribute to a driver driving while fatigued or in breach of their work/hours rest option
- stop loading and contact the transport company or site manager if a driver appears fatigued
- minimise queues and have a call-up system available (on arrival, the driver checks in with the appropriate office)
- notify the driver and/or scheduler immediately of any loading delays or potential missed timeslots

- take reasonable steps to ensure the driver is able to take rest while waiting for the vehicle to be loaded/unloaded
- contact the transport company if the truck does not arrive on time and advise them of the next available timeslot or the delay time

Packer Responsibilities

The packer is a worker who packs and prepares the goods prior to loading. In our organisation this responsibility is accepted by our Warehouse Staff and Operations Managers.

The packer must ensure that the load is:

- packed in a timely manner, without unnecessary delays
- packed and ready to be loaded at the agreed loading time in a manner that enables efficient loading to take place

Loader Responsibilities

The loader is a worker who is responsible for loading the goods into or onto the vehicle. In our organisation this responsibility is accepted by our Warehouse Staff and Operations Managers.

The loader must ensure that the load is:

- loaded in a timely manner, without unnecessary delays
- ready to be loaded at the agreed loading time

Unloader Responsibilities

The unloader is a worker who is responsible for unloading the goods from the vehicle. In our organisation this responsibility is accepted by our Warehouse Staff and Operations Managers.

The unloader must ensure that the load is:

- unloaded in a timely manner, without unnecessary delays

Consignor/Consignee Responsibilities

The Consignor is the person or company who dispatches the goods for delivery.

The Consignee is the person or company who orders and/or receives the goods.

The consignor/consignee must ensure that:

- orders are placed in a timely manner to allow for dispatch that can meet delivery requirements
- the timeslot for dispatch or receipt factors in appropriate time for the job to be completed within the legal driving hours including required rest breaks
- the delivery request does not require (or incentivise) the driver to drive while fatigued and/or exceed driving hours and/or forego minimum rest periods
- if the agreed time is not met, alternate agreements are in place to ensure they do not breach CoR legislation

SUPPORTING POLICIES AND PROCEDURES

This policy operates within the Risk Management Framework outlined in the Risk Management Policy and Procedure and the Work Health and Safety Policy.

This policy should be read and followed in conjunction with the:

- Chain of Responsibility Policy
- Fatigue Management Procedure
- Speed Management Policy and Procedure
- Load Management Policy and Procedure
- Vehicle Standards and Maintenance Procedure
- Hazard Observation Procedure
- Incident Management Procedure

IMPLEMENTATION AND EVALUATION

International Cargo Express Pty Ltd will ensure this Fatigue Management Policy is reviewed and evaluated for its effectiveness in delivering policy objectives on an annual basis or earlier in the event of major changes to the legislation or our organisation structure and operations.

Policy authorised by: Ronald Spahr, Managing Director

Signature:  _____

Policy issue date: April 2020

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Speed Management Policy

OUR COMMITMENT

International Cargo Express Pty Ltd is committed to providing a workplace that does not require, encourage or reward speeding by heavy vehicle drivers.

HOW WE WILL MEET OUR COMMITMENT

Heavy vehicle driver speeding creates a work health and safety risk as it leads to an increased risk of death, injury or illness to the driver and other road users.

The Work Health and Safety Laws and the supporting heavy vehicle speeding and Heavy Vehicle National Laws) set out a range of requirements and responsibilities for the management of heavy vehicle driver speeding in the workplace.

Our objectives are to:

- establish safe systems of work that eliminate (where practicable) or minimise risks caused by heavy vehicles
- provide a safe and healthy work environment that does not require, encourage or reward speeding

To this end, we adopt a risk management based approach to support compliance with the legislative requirements and our objectives. We have established a Speed Risk Management Framework that contains the risk management stages that the organisation will use to identify, assess, eliminate (where practicable) or minimise and monitor speed-related risks.

All details of speed-related risks, control measures and implementation responsibilities are documented in the Risk Register.

SCOPE

This policy and supporting procedures apply to any worker with control over or that might influence the speed of a heavy vehicle (including but not limited to the roles listed below).

RESPONSIBILITIES

International Cargo Express Pty Ltd has identified the following roles within our organisation with obligations for speed management, as:

- loading manager
- packer of goods to be loaded on to the vehicle
- loader of goods on to the vehicle
- unloader of goods from the vehicle
- consignor/consignee of goods for transport by the vehicle

A summary of the key responsibilities for each role are listed below.

Loading Manager Responsibilities

The loading manager is a worker who supervises the activities of loaders or unloaders. In our organisation this responsibility is accepted by our Operations Managers, Warehouse Staff and Operations Staff.

The Loading Manager must:

- ensure loading and unloading arrangements do not require drivers to speed
- ensure loading and unloading times and delays are regularly reviewed
- identify and promptly resolve loading and unloading bottlenecks
- notify the driver and/or scheduler immediately of any loading delays or potential missed timeslots
- contact the transport company if the truck does not arrive on time and advise them of the next available timeslot or the delay time

Packer Responsibilities

The packer is a worker who packs and prepares the goods prior to loading. In our organisation this responsibility is accepted by our Operations Managers, Warehouse Staff and Operations Staff.

The packer must ensure that the load is:

- packed in a timely manner, without unnecessary delays
- packed and ready to be loaded at the agreed loading time

Loader Responsibilities

The loader is a worker who is responsible for loading the goods into or onto the vehicle. In

our organisation this responsibility is accepted by our Operations Managers, Warehouse Staff and Operations Staff.

The loader must ensure that the load is:

- ready to be loaded at the agreed loading time
- loaded in a timely manner, without unnecessary delays

Unloader Responsibilities

The unloader is a worker who is responsible for unloading the goods from the vehicle. In our organisation this responsibility is accepted by our Operations Managers, Warehouse Staff and Operations Staff.

The unloader must ensure that the load is:

- unloaded in a timely manner, without unnecessary delays

Consignor/Consignee Responsibilities

The Consignor is the person or company who dispatches the goods for delivery. The Consignee is the person or company who orders and/or receives the goods.

The consignor/consignee must ensure that:

- the delivery request does not require (or incentivise) the driver to exceed the speed limit
- orders are placed in a timely manner to allow for dispatch that can meet delivery requirements
- appropriate time is factored for the job to be completed without requiring the driver to speed
- accurate information is provided to the scheduler to enable them to comply with the Heavy Vehicle National Laws
- contingency plans are developed to deal with scheduling issues and problems with meeting deadlines
- contracts include speed compliance and monitoring

SUPPORTING POLICIES AND PROCEDURES

This policy operates within the Risk Management Framework outlined in the Risk Management Policy and Procedure and the Work Health and Safety Policy.

This policy should be read and followed in conjunction with the:

- Chain of Responsibility Policy

- Speed Management Procedure
- Fatigue Management Policy and Procedure
- Load Management Policy and Procedure
- Hazard Observation Procedure
- Incident Management Procedure

IMPLEMENTATION AND EVALUATION

International Cargo Express Pty Ltd will ensure this Speed Management Policy is reviewed and evaluated for its effectiveness in delivering policy objectives on an annual basis or earlier in the event of major changes to the legislation or our organisation structure and operations.

Policy authorised by: Ronald Spahr, Managing Director



Signature: _____

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Load Management Policy

OUR COMMITMENT

International Cargo Express Pty Ltd is committed to providing a workplace that is free from risks arising from inappropriately loaded vehicles and unsafe loading or unloading practices.

HOW WE WILL MEET OUR COMMITMENT

Inappropriately loaded vehicles (including overloaded vehicles and inadequately restrained loads) create a work health and safety risk as they lead to an increased risk of injury to the loader, driver, other workers exposed to the load and other road users during transport. Unsafe loading or unloading practices create risks to the loader and other workers exposed to the loading or unloading activity.

The Work Health and Safety Laws and the supporting mass, loading, heavy vehicle standards, dangerous goods and Heavy Vehicle National Laws set out a range of requirements and responsibilities for safe load management in the workplace.

Our objectives are to:

- establish safe systems of work that eliminate (where practicable) or minimise risks caused by inappropriately loaded vehicles and unsafe loading or unloading practices
- provide a safe and healthy work environment free from load-related incidents
- safely manage incidents where vehicles have been overloaded or unsafe loading behaviours exhibited

To this end, we adopt a risk management based approach to support compliance with the legislative requirements and our objectives. We have established a Load Risk Management Framework that contains the risk management stages that the organisation will use to identify, assess, eliminate (where practicable) or minimise and monitor load-related risks.

All details of load-related risks, control measures and implementation responsibilities are documented in the Risk Register.

SCOPE

This policy and supporting procedures apply to any worker with control or influence over vehicle loading practices (including but not limited to the roles listed below).

RESPONSIBILITIES

International Cargo Express Pty Ltd has identified the following roles within our organisation with obligations for load management, as:

- loading manager
- packer of goods to be loaded on to the vehicle
- loader of goods on to the vehicle
- unloader of goods from the vehicle
- consignor/consignee of goods for transport by the vehicle

A summary of the key responsibilities for each role are listed below.

Loading Manager Responsibilities

The loading manager is a worker who supervises the activities of loaders or unloaders (including drivers who load or unload their own vehicle). In our organisation this responsibility is accepted by Operations Supervisors, Warehouse Staff and Operations Staff.

The loading manager must:

- ensure this Load Management Policy and the Load Risk Management Framework are effectively implemented within their area of control
- accept accountability for ensuring that the workplace under their control is safe and free from load-related risks
- accept accountability for ensuring that the behaviour of workers under their control is safe and free from load-related risks
- monitor and review the elements of the Load Risk Management Framework within their area of control (e.g. review of load plans and loading times)
- consult with their team when implementing new systems of work (e.g. new load plans)
- resolve or appropriately escalate load-related issues promptly (e.g. overloaded vehicle, unrestrained load or loading bottleneck)
- ensure that any changes between order and loading (such as extra pallets or extra weight) is conveyed to the driver, transport company and consignee
- ensure that loads are loaded and placed on trailers according to customer and/or transport company load plans
- ensure that the National Heavy Vehicle Accreditation Scheme (or NHVAS) label is checked for Higher Mass Limit compliance

- ensure correct procedures are used to so the load is securely restrained in line with the Load Restraint Guide
- check when the vehicle arrives to ensure the load has not shifted or become unstable due to lack of load restraint
- allow drivers access to the loading area to supervise and/or participate in the load restraint process
- ensure any oversize or overmass vehicles meet the requirements of the Oversize and Overmass Regulations (e.g. operate under a notice or permit)
- ensure the LUEZ Guidelines are implemented and followed by all impacted workers

Packer Responsibilities

The packer is a worker who packs and prepares the goods prior to loading. In our organisation this responsibility is accepted by Operations Supervisors, Warehouse Staff and Operations Staff.

The packer must ensure that:

- the recorded mass and dimension of individual items and the totals on load documentation are accurate and legal
- loads are packed and prepared safely
- loads packed in freight containers do not exceed the container's cargo capacity
- prepare and pack all dangerous goods in line with the relevant regulations and codes

Loader Responsibilities

The loader is a worker who is responsible for loading the goods into or onto the vehicle. In our organisation this responsibility is accepted by Operations Supervisors, Warehouse Staff and Operations Staff.

The loader must:

- use safe loading practices at all times
- comply with the LUEZ Guidelines
- ensure loads meet all legal mass and dimension requirements
- ensure the driver is advised of the actual/indicative weight of each pallet and consulted to ensure that goods are loaded to the best weight distribution
- ensure pressure is not put on the driver to load more than is legally allowable
- use methods and load restraint equipment to ensure that loads are safely restrained and protected
- load, segregate and placard all dangerous goods and provide relevant documentation in line with the relevant regulations and codes

Unloader Responsibilities

The unloader is a worker who is responsible for unloading the goods from the vehicle. In our organisation this responsibility is accepted by Operations Supervisors, Warehouse Staff and Operations Staff.

The unloader must:

- use safe unloading practices at all times
- comply with the LUEZ Guidelines

Consignor/Consignee Responsibilities

The Consignor is the person or company who dispatches the goods for delivery.

The Consignee is the person or company who orders and/or receives the goods.

The consignor/consignee must:

- provide accurate load information to the transport company so they can supply suitable vehicles and adequate equipment for the load
- ensure product packaging can withstand stacking and restraint forces without damage or breakage
- ensure booked loads do not exceed maximum legal weight or dimension limits
- ensure the transport company is legally registered and permitted to undertake the job they are contracted to complete

SUPPORTING POLICIES AND PROCEDURES

This policy operates within the Risk Management Framework outlined in the Risk Management Policy and Procedure and the Work Health and Safety Policy.

This policy should be read and followed in conjunction with the:

- Chain of Responsibility Policy
- Load Management Procedure
- Fatigue Management Policy and Procedure
- Speed Management Policy and Procedure
- Vehicle Standards and Maintenance Policy and Procedure
- Hazard Observation Procedure
- Incident Management Procedure

- LUEZ Guidelines

IMPLEMENTATION AND EVALUATION

International Cargo Express Pty Ltd will ensure this Load Management Policy is reviewed and evaluated for its effectiveness in delivering policy objectives on an annual basis or earlier in the event of major changes to the legislation or our organisation structure and operations.

Policy authorised by: Ronald Spahr, Managing Director



Signature: _____

Policy issue date: April 2020

Policy version number: Version 1

Policy review due date: April 2021

Risk Management Policy

OUR COMMITMENT

International Cargo Express Pty Ltd is committed to the implementation of an organisation wide Risk Management Framework that eliminates the risks associated with our operations or minimises them if elimination is not reasonably practicable.

HOW WE WILL MEET OUR COMMITMENT

Risk management is a proactive process that helps us eliminate the risks associated with our operations or minimise them if elimination is not reasonably practicable, through planned, systematic and coordinated processes with regard to risk. Risks can arise at any stage of our operations and must be managed appropriately. Our objectives are to:

- Implement a consistent approach to risk management throughout our organisation
- Take all practicable measures to identify, assess and eliminate risks associated with our operations or minimise them if elimination is not reasonably practicable
- Enable the timely and accurate reporting of new risks in the workplace
- Continuously improve our approach to risk management through regular monitoring, review, analysis and audit

To this end, we have developed a Risk Management Framework that sets out the key stages of the risk management process and the supporting processes. A full explanation of our Risk Management Framework is provided in the Risk Management Procedure.

All details of risks, control measures and implementation responsibilities are documented in the Risk Register.

SCOPE

This policy and supporting procedures apply to all workers and other persons at our workplace and all workers while present at another workplace (e.g. a customer's workplace).

RESPONSIBILITIES

International Cargo Express Pty Ltd has identified the following roles within our organisation with responsibilities for risk management, as:

- The employer/ person conducting a business or undertaking (PCBU)
- Managers/supervisors
- Workers

A summary of the key responsibilities for each role are listed below.

Employer/PCBU Responsibilities

The Employer or PCBU can be a sole trader, the partners in a partnership, a company, an unincorporated association or a government department. In our organisation this responsibility is accepted by our Managing Director.

The Employer/PCBU must:

- Establish and implement the Risk Management Framework that will enable our risk management objectives to be met
- Define and communicate risk management responsibilities and accountabilities to managers and supervisors and other relevant personnel

Manager/Supervisor Responsibilities

Managers and supervisors are workers who have an area of control within the workplace. In our organisation this responsibility is accepted by our Branch Managers and Operations Supervisors.

Managers and supervisors must:

- Ensure this Risk Management Policy and the Risk Management Framework are effectively implemented and followed within their area of control
- Accept accountability for identifying, assessing and eliminating risks associated with our operations or minimising them if elimination is not reasonably practicable
- Accept accountability for the continuous monitoring of known or potential risks and regular review, analysis and audit of risks within their area of control

- Resolve or appropriately escalate identified risks promptly

Worker Responsibilities

A worker is any person who carries out work for a PCBU, including work as an employee, contractor, subcontractor, self-employed person, outworker, apprentice or trainee, work experience student, employee of a labour hire company placed with a 'host employer' and volunteers.

Workers must:

- Comply with this Risk Management Policy and the Risk Management Framework at all times
- Report any risks in our workplace promptly
- Report any risks while present at another workplace promptly

SUPPORTING POLICIES AND PROCEDURES

This policy should be read and followed in conjunction with the:

- Work Health and Safety Policy
- Chain of Responsibility Policy
- Risk Management Procedure
- Drugs and Alcohol Policy
- Consultation and Communication Policy
- Training and Competency Policy
- Document and Record Control Policy
- Code of Conduct Policy and Employee Misconduct Procedure
- Hazard Observation Procedure
- Incident Management Procedure

IMPLEMENTATION AND EVALUATION

International Cargo Express Pty Ltd will ensure this Risk Management Policy is reviewed and evaluated for its effectiveness in delivering policy objectives on an annual basis or earlier in the event of major changes to the legislation or our organisation structure and operations.

Policy authorised by: Ronald Spahr, Managing Director



Signature: _____

Policy issue date: April 2020

Policy version number: Version 1

Policy review due date: April 2021

Document and Record Control Policy

OUR COMMITMENT

International Cargo Express Pty Ltd is committed to achieving work health and safety (WHS) document and record control that meet our legal obligations and support our WHS management system.

HOW WE WILL MEET OUR COMMITMENT

Documents refer to structured units of information recorded in any format and managed as a discrete unit or object (e.g. this Document and Record Control Policy). Records refer to information created, received and maintained as evidence of legal obligations or general business activities (e.g. a Risk Register).

Under the Work Health and Safety Laws International Cargo Express Pty Ltd has a primary duty of care to provide any information and instruction necessary to protect all persons from risks to their health and safety and to maintain accurate WHS documentation and records.

Our objectives are to:

- Establish and maintain a framework under which WHS documents and records are created and managed
- manage WHS documents and records in a manner that is recorded, planned, controlled, monitored and audited

Documentation is critical to the success of our WHS management system as it enables the consistent application of policies, procedures, methodologies and specifications for work health and safety in the workplace. Records also play a key part in supporting our WHS management system as they provide evidence of WHS information for ongoing monitoring, review, improvement and audit. To this end, we have developed a Document and Record Control Framework that supports this process and is detailed in the responsibilities below.

SCOPE

This policy and supporting procedures apply to any worker with control or influence over documents and records (including but not limited to the roles listed below).

RESPONSIBILITIES

International Cargo Express Pty Ltd has identified the following roles within our organisation with responsibilities for document and record control, as:

- the employer/ person conducting a business or undertaking (PCBU)
- managers/supervisors
- workers

A summary of the key responsibilities for each role are listed below.

Employer/PCBU Responsibilities

The Employer or PCBU can be a sole trader, the partners in a partnership, a company, an unincorporated association or a government department. In our organisation this responsibility is accepted by our Managing Director.

The Employer/PCBU must:

- ensure all elements of the WHS management system are documented, communicated to all parties involved and reviewed and maintained on an ongoing basis (e.g. policies and procedures)
- ensure all supporting WHS management system records are created, maintained and reviewed on an ongoing basis (e.g. risk register, incident register, safe work procedures, training records etc)
- ensure all documents and records are created in consultation with the relevant stakeholders and impacted parties
- undertake audits of WHS documents and records on a regular basis to facilitate the ongoing improvement of our WHS management system
- ensure documents are subject to document control measures (i.e. include a document title, version number, page numbers, date of release, date of review, and the name, role and signature of the endorsing person)
- ensure documents are subject to a formal documented review and approval process prior to distribution
- provide a secure document and record storage and retention process that ensures the privacy of personal information is protected and documents and records are secure

- ensure records are retained for at least the minimum period specified by the relevant legislation Refer to Appendix 1 for further explanation.

Manager/Supervisor Responsibilities

Managers and supervisors are workers who have an area of control within the workplace. In our organisation this responsibility is accepted by our Branch Managers and Operations Supervisors.

Managers and supervisors must:

- ensure appropriate documents and records are maintained and reviewed on an ongoing basis within their area of control
- ensure documents and records are audited on a regular basis within their area of control
- ensure new documents are created by appropriate workers and subject to review, approval and version control
- ensure new documents are communicated to relevant stakeholders and impacted parties
- ensure records are accurately completed and maintained by appropriate workers
- ensure company privacy, confidentiality and security requirements are met

Worker Responsibilities

A worker is any person who carries out work for a PCBU, including work as an employee, contractor, subcontractor, self-employed person, outworker, apprentice or trainee, work experience student, employee of a labour hire company placed with a 'host employer' and volunteers.

Workers must:

- follow all document and record control requirements in their day-to-day work
- create new documents and edit existing documents in line with the review, approval and version control requirements
- complete records accurately, honestly and in a timely manner
- only access and/or alter documents and records that they are authorised for
- adhere to company privacy, confidentiality and security requirements

SUPPORTING POLICIES AND PROCEDURES

This policy operates within the Risk Management Framework outlined in the Risk Management Policy and Procedure and the Work Health and Safety Policy.

This policy should be read and followed in conjunction with the:

- Chain of Responsibility Policy
- Drugs and Alcohol Policy
- Fatigue Management Policy and Procedure
- Speed Management Policy and Procedure
- Load Management Policy and Procedure
- Consultation and Communication Policy
- Training and Competency Policy
- Hazard Observation Procedure
- Incident Management Procedure

IMPLEMENTATION AND EVALUATION

International Cargo Express Pty Ltd will ensure this Document and Record Control Policy is reviewed and evaluated for its effectiveness in delivering policy objectives on an annual basis or earlier in the event of major changes to the legislation or our organisation structure and operations.

Policy authorised by: Ronald Spahr, Managing Director

Signature:  _____

Policy issue date: April 2020

Policy version number: Version 1

Policy review due date: April 2020

Drugs and Alcohol Policy

OUR COMMITMENT

International Cargo Express Pty Ltd is committed to providing a workplace that is free from risks arising from people not being in a fit state or being unable to meet our standards (policies and procedures) because of:

- the misuse or influence of drugs
- the misuse or influence of alcohol

The impairment of people's capacity to perform due to drug and alcohol in their body is well documented. This impairment of itself is not an issue, however in the workplace and on the road it is known to increase the likelihood of a traumatic event. Accordingly, the presence of or impacts from drug or alcohol use can create new risks and more importantly can increase the likelihood and severity of all existing risks.

In addition, we have zero tolerance for the possession, consumption, sale, distribution or solicitation of illegal drugs or non-prescribed controlled drugs and require workers to manage the risks from alcohol consumption in line with their responsibilities below.

HOW WE WILL MEET OUR COMMITMENT

The use of drugs and alcohol becomes a work health and safety risk if a worker's ability to perform their role is impaired, leading to an increased risk of injury or illness to themselves or others.

Our objectives are to:

- prevent drugs and alcohol in the workplace being a contributing factor to risks, incidents and hazards
- provide a work environment free from the misuse or influence of drugs and alcohol
- increase awareness among workers of what constitutes appropriate behaviour in our workplace and how drugs and alcohol can compromise health and safety of people
- provide reasonable support and programs to assist with drug and alcohol related problems (not to the exclusion of disciplinary action)

To this end, we adopt as the prime risk management approach the elimination of the misuse or influence of drugs and alcohol in the workplace, supported by a systematic identification, assessment, control, monitoring and review of all risks and the impact of

drugs and alcohol on those risks. This approach provides support to our Work Health and Safety (WHS) management system outlined in our WHS policy.

All details of identified drugs and alcohol-related risks, control measures and implementation responsibilities are documented in the Risk Register.

To give effect to this drug and alcohol policy and look to protect workers, workers may be subject to drug and alcohol testing:

- as part of their pre-employment medical examination
- on a random basis during their employment
- where they are observed as exhibiting the effects of drugs or alcohol
- after a workplace incident

Any worker who returns a positive drug reading, a positive alcohol reading above the level relevant to their role or who refuses to participate in testing will be required to stop work immediately and report to their manager. They may also be required to leave the workplace and may be subject to disciplinary action or dismissal.

The consequences of breaching any element of this policy may result in disciplinary action or dismissal.

SCOPE

This policy and supporting procedures apply to:

- all workers and other persons at our workplace
- all workers while present at another workplace (e.g. a customer's workplace)
- all workers in our vehicles and equipment
- all workers performing our work using someone else's vehicles and equipment
- any location where a worker undertakes activities on our behalf, including but not limited to our sites and offices

RESPONSIBILITIES

International Cargo Express Pty Ltd has identified the following roles within our organisation with responsibilities for drugs and alcohol, as:

- the employer/ person conducting a business or undertaking (PCBU)

- managers/supervisors
- workers
- other persons at the workplace

A summary of the key responsibilities for each role are listed below.

Employer/PCBU Responsibilities

The Employer or PCBU can be a sole trader, the partners in a partnership, a company, an unincorporated association or a government department. In our organisation this responsibility is accepted by our Managing Director.

The Employer/PCBU must:

- have procedures for elimination of the misuse or influence of drugs and alcohol in the workplace
- communicate the procedure on acceptable and unacceptable behaviour in the workplace, including people working while under the influence of drugs and alcohol
- provide information on drug and alcohol awareness and on help programs to assist workers with drug and alcohol issues
- consider appropriate disciplinary action where this policy is breached
- conduct drug and alcohol testing:
 - as part of pre-employment medical examinations
 - on a random basis
 - where a person is observed as exhibiting the effects of drugs or alcohol
 - when investigating a workplace incident
- where alcohol is to be provided at employer- hosted social and business functions, encourage the consumption of non-alcoholic and low-alcohol beverages

Manager/Supervisor Responsibilities

Managers and supervisors are workers who have an area of control within the workplace. In our organisation this responsibility is accepted by our Branch Managers & Operations Supervisors.

Managers and supervisors must:

- ensure this drugs and alcohol policy and supporting processes are effectively implemented within their area of control

- immediately remove a worker from an area, where they are observed as behaving under the effects of drugs or exhibiting the effects of alcohol (this includes where a particular employee is performing a role that is permitted to have nominated levels of alcohol)
- resolve or appropriately escalate any breaches of this policy

Worker Responsibilities

A worker is any person who carries out work for a PCBU, including work as an employee, contractor, subcontractor, self-employed person, outworker, apprentice or trainee, work experience student, employee of a labour hire company placed with a 'host employer' and volunteers.

Workers must:

- take responsibility for maintaining their personal health and fitness for work
- be at work in a fit state to perform their work unimpaired by alcohol or drugs
- manage the risks from alcohol consumption appropriately based on:
 - all workers who perform safety critical tasks and/or operate equipment, machinery or vehicles must have a blood alcohol concentration of 0.0 while at work and only use legal drugs that do not impact on their capacity to operate equipment, machinery or vehicles as advised by a medical practitioner or the medication directions
 - all workers who do not perform safety critical tasks or operate equipment, machinery or vehicles must have a blood alcohol concentration of below 0.05 while at work (due to alcohol consumed at approved work functions or events) and only use legal drugs that do not impact on their capacity to properly use the business assets
- not possess, consume, sell, distribute or solicit illegal drugs or non-prescribed controlled drugs in the workplace
- obtain a written opinion from a medical practitioner that confirms any prescribed medication will not impact their ability to safely perform their duties (where the opinion is that the medication will impact their ability, the worker must report this to their supervisor and not perform those tasks while taking that medication)
- take prescribed medication in accordance with the instructions of their medical practitioner and medication directions
- participate honestly in drug and alcohol testing

Other Persons at the Workplace Responsibilities

Other persons at a workplace refer to any other person at a workplace. In our organisation this responsibility is accepted by Operational Staff, Customers and Contractors.

Other persons at a workplace must:

- comply with the requirements of this policy

SUPPORTING POLICIES AND PROCEDURES

This policy operates within the Risk Management Framework outlined in the Risk Management Policy and Procedure and the Work Health and Safety Policy.

This policy should be read and followed in conjunction with the:

- Chain of Responsibility Policy
- Code of Conduct
- Employee Misconduct Procedure

IMPLEMENTATION AND EVALUATION

International Cargo Express Pty Ltd will ensure this Drugs and Alcohol Policy is reviewed and evaluated for its effectiveness in delivering policy objectives on an annual basis or earlier in the event of major changes to the legislation or our organisation structure and operations.

Policy authorised by: Ronald Spahr, Managing Director

Signature:  _____

Policy issue date: April 2020

Policy version number: Version 14

Policy review due date: April 2021

Consultation and Communication Policy

OUR COMMITMENT

International Cargo Express Pty Ltd is committed to undertaking meaningful consultation that enables workers to contribute to decisions that impact their health and safety and to the regular communication of work health and safety (WHS) information to workers.

HOW WE WILL MEET OUR COMMITMENT

Consultation and communication with workers at all levels is essential to effectively manage work health and safety in the workplace. Consultation is a two-way process that involves sharing information with workers (or their representatives), providing the opportunity to express their views, taking the views into account and advising on the outcomes and decisions. Communication is a one-way process that involves sharing or displaying information.

International Cargo Express Pty Ltd has a duty under the Work Health and Safety Laws to consult with workers on the decisions and issues that directly impact their health and safety and to provide any information, training, instruction or supervision necessary to protect all persons from risks to their health and safety.

Our objectives are to:

- use consultation and communication methods to help achieve a safe and healthy work environment and systems of work that are free from risks and hazards to workers
- use consultation to add value to the decision making process to create solutions that meet the needs of workers while also fulfilling our duty of care obligations
- consult with workers (or their representatives) in a meaningful way that values and considers their views, opinions and input
- consult with workers in the implementation and improvement of work health and safety throughout the organisation
- ensure all workers and other persons at our workplace are provided with the appropriate work health and safety information necessary for them to work safely without risk to their health

To this end, we have developed a work health and safety (WHS) management system consisting of a range of risk management based supporting policies, procedures and tools that help us to meet our WHS responsibilities for meaningful stakeholder consultation and communication.

All details of consultation and communication-related risks, control measures and implementation responsibilities are documented in the Risk Register.

Consultation arrangements will take place when:

- risks are identified
- risks are assessed or existing risk assessments are reviewed
- decisions are made on control measures
- monitoring procedures are introduced or altered
- decisions are made about the adequacy of facilities
- changes are proposed to the premises, systems of work or to plant or substances used for work
- decisions are made about consultation procedures

Common consultation arrangements include:

- the election of Health and Safety Representatives (HSRs) – formal arrangement
- the establishment of Health and Safety Committees (HSCs) – formal arrangement
- on-the-job discussions with a work group – informal arrangement
- staff meetings, toolbox talks, staff suggestion box, newsletters or surveys – informal arrangement

When selecting the method, timing and frequency of consultation arrangements (formal or informal), we consider the:

- issue being considered
- workers and how they may be affected
- ability for decision making
- provision of feedback

WHS communication will include (at a minimum):

- WHS policies, procedures, tools and templates
- potential or emerging WHS risks and appropriate controls relevant to the workplace

- other safety critical WHS information

Common communication methods include:

- staff meetings
- toolbox talks
- presentations
- e-mail
- website/company intranet
- video
- noticeboards
- newsletters
- signage
- fact sheets and brochures
- posters

SCOPE

This policy and supporting procedures apply to all workers and other persons at the workplace.

RESPONSIBILITIES

International Cargo Express Pty Ltd has identified the following roles within our organisation with responsibilities for consultation and communication, as:

- the employer/ person conducting a business or undertaking (PCBU)
- managers/supervisors
- workers
- other persons at the workplace
- Health and Safety Representatives (HSRs)
- Health and Safety Committees (HSCs)

A summary of the key responsibilities for each role are listed below.

Employer/PCBU Responsibilities

The Employer or PCBU can be a sole trader, the partners in a partnership, a company, an unincorporated association or a government department. In our organisation this responsibility is accepted by our Managing Director.

The Employer/PCBU must:

- consult with workers and take their views into account when:
 - identifying hazards and assessing risks arising from work
 - proposing changes that may affect the health and safety of workers
 - whenever specifically required to do so under particular regulations
 - when making decisions about:
 - ways to eliminate or minimise risks
 - the adequacy of facilities for workers' welfare at work
 - procedures for consulting with workers
 - procedures for resolving WHS issues
 - procedures for monitoring the health of workers or workplace conditions
- how to provide WHS information and training to workers
- establish and provide support for consultation and communication arrangements in the workplace
- establish and support the roles of health and safety representatives (HSRs) and health and safety committees (HSCs)
- consult with other duty holders and workers and their representatives on safety matters
- document and record consultation arrangements to demonstrate compliance with consultation obligations and contribute to the risk management process
- ensure all workers and other persons at our workplace are provided with the appropriate work health and safety information necessary for them to work safely without risk to their health

Manager/Supervisor Responsibilities

Managers and supervisors are workers who have an area of control within the workplace. In our organisation this responsibility is accepted by Branch Managers & Operations Supervisors.

Managers and supervisors must:

- consult with workers (in their area of control) on issues that affect their health and safety in a timely and effective manner
- ensure sufficient resources are available (i.e. time, budget) for workers to take part in consultation arrangements
- ensure feedback on decisions and outcomes of consultation arrangements are communicated to the workers involved within a reasonable time
- resolve or appropriately escalate consultation-related issues promptly
- ensure WHS communications are shared and displayed appropriately (in their area of control)

Worker Responsibilities

A worker is any person who carries out work for a PCBU, including work as an employee, contractor, subcontractor, self-employed person, outworker, apprentice or trainee, work experience student, employee of a labour hire company placed with a 'host employer' and volunteers.

Workers must:

- contribute to the formation and function of consultation arrangements (if required)
- participate actively and genuinely in consultation arrangements (if required)
- provide feedback on the effectiveness of established consultation and communication arrangement
- report any WHS hazards, risks or incidents promptly if identified outside of consultation arrangements
- follow the requirements of WHS information shared or displayed in the workplace

Other Persons at the Workplace Responsibilities

Other persons at a workplace refer to any other person at a workplace. In our organisation this responsibility is accepted by Clients, Contractors and Visitors.

Other persons at a workplace must:

- participate actively and genuinely in consultation arrangements (if required)
- follow the requirements of WHS information shared or displayed on the premises.
- report any WHS hazards, risks or incidents promptly if identified during or outside communication and consultation arrangements

HSR Responsibilities

An HSR is a worker who has been elected by a work group under the WHS Act to represent them on health and safety issues. In our organisation this responsibility is accepted by Branch Managers and Operations Supervisors.

HSRs must:

- be eligible to be elected as an HSR as a member of that work group
- facilitate worker consultation arrangements in relation to WHS issues
- represent their work group members in matters relating to WHS in the workplace
- investigate complaints from their work group members relating to WHS issues
- provide a means for WHS issue resolution or escalation by work group members (as required)
- inquire into anything that appears to be a risk to the health or safety of their work group members
- monitor the measures taken by the PCBU to comply with the WHS Act in relation to their work group (e.g. review procedures, conduct inspections of the workplace)
- conduct workplace inspections either ad hoc (after giving reasonable notice to the PCBU) or after an incident (relevant to their work group)
- accompany an inspector during an inspection of the workplace (relevant to their work group)
- accompany a work group member to an interview concerning WHS (if requested by the work group member)
- attend relevant training in order to competently fulfil their duties
- request the establishment of a health and safety committee (HSC) (if applicable)
- become a member of the HSC (at the discretion of the HSR)

HSC Responsibilities

An HSC is a group established under the WHS Act that facilitates cooperation between a PCBU and workers to provide a safe place of work. In our organisation this responsibility is accepted by our Managing Director and Employsure Pty Limited.

HSCs must:

- facilitate co-operation between the PCBU and workers in instigating, developing and carrying out measures designed to ensure the workers' health and safety at the workplace
- assist in developing standards, rules, policies and procedures relating to work health and safety that are to be followed or complied with at the workplace
- review and distribute WHS policies and procedures in the workplace

- provide a means for WHS issue resolution or escalation by workers (as required)
- hold committee meetings at least every 3 months and at any reasonable time at the request of at least half of the committee members
- attend relevant training in order to competently fulfil their duties
- perform any other functions prescribed by the regulations or agreed between the PCBU and the committee

SUPPORTING POLICIES AND PROCEDURES

This policy operates within the Risk Management Framework outlined in the Risk Management Policy and Procedure and the Work Health and Safety Policy.

This policy should be read and followed in conjunction with the:

- Chain of Responsibility Policy
- CoR Training and Communication Procedure

IMPLEMENTATION AND EVALUATION

International Cargo Express Pty Ltd will ensure this Consultation and Communication Policy is reviewed and evaluated for its effectiveness in delivering policy objectives on an annual basis or earlier in the event of major changes to the legislation or our organisation structure and operations.

Policy authorised by: Ronald Spahr, Managing Director

Signature:  _____

Policy issue date: April 2020

Policy version number: Version 1

Policy review due date: April 2021

Training and Competency Policy

OUR COMMITMENT

International Cargo Express Pty Ltd is committed to providing appropriate training to all workers on the, skills and competencies necessary to work in a way that is safe for them and for others.

HOW WE WILL MEET OUR COMMITMENT

Training can be defined as an organised activity that provides information or instruction to assist that person to attain a required level of knowledge and/or skill or to improve a person's performance. Competency can be defined as the demonstrated skills, knowledge and expertise required to carry out a task properly.

Under the Work Health and Safety Laws International Cargo Express Pty Ltd has a primary duty of care to provide any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of our business.

Expecting workers to perform tasks they are unskilled or untrained in, can lead to serious incidents, injuries and even death.

Our objectives are to:

- ensure workers receive the appropriate instruction, training and supervision to be competent to perform their work activities
- provide a clear and comprehensive training and competency framework to manage the training and competency workplace requirements
- implement a range of strategic training and competency programs to reduce hazards and risks to health and safety in the workplace
- monitor, review, analyse and audit documentation, information and records on a regular basis in order to enable continuous improvement in training and competency

To this end we have developed a risk management based training and competency framework to help us meet our WHS obligations and the objectives of this policy. All details of training and competency-related risks, control measures and implementation responsibilities are documented in the Risk Register.

The training and competency framework:

- identifies workplace roles
- defines competencies for each role
- analyses the training needs for each role (to fill any training/competency gaps)
- develops a training plan to meet the training needs
- assesses training outcomes (assessment of changes to competencies)
- monitors the training plan and other elements of the framework

The types of training and the competencies they address commonly include:

- general (applies to all workers e.g. WHS awareness)
- specialist (applies to specific roles e.g. First Aid Officer)
- task-specific (applies to specific tasks e.g. safely loading goods onto a vehicles)

SCOPE

This policy and supporting procedures apply to all workers and other persons at the workplace.

RESPONSIBILITIES

International Cargo Express Pty Ltd has identified the following roles within our organisation with responsibilities for training and competency, as:

- the employer/ person conducting a business or undertaking (PCBU)
- managers/supervisors
- workers
- other persons at the workplace

A summary of the key responsibilities for each role are listed below.

Employer/PCBU Responsibilities

The Employer or PCBU can be a sole trader, the partners in a partnership, a company, an unincorporated association or a government department. In our organisation this responsibility is accepted by our Managing Director.

The Employer/PCBU must:

- establish and implement the training and competency framework to manage the training and competency workplace requirements

- ensure that workers are appropriately selected and trained for the job they have been employed for
- ensure workers and other people at the workplace receive the appropriate instruction, training and supervision until they can demonstrate they are competent to safely perform their work activities
- ensure all new workers attend an induction program based on their likely risk exposure that provides relevant instruction on our WHS policies, procedures and tools
- consult with workers to identify their training needs in relation to performing their work activities safely
- ensure that training and assessment is delivered by persons with appropriate knowledge, skills and experience
- ensure adequate resources (time and budget) are provided for training and competency programs in the workplace
- ensure training and competency documentation and records are completed and maintained
- audit training and competency documentation and records as part of annual audit processes

Manager/Supervisor Responsibilities

Managers and supervisors are workers who have an area of control within the workplace. In our organisation this responsibility is accepted by our Branch Managers & Operations Supervisors.

Managers and supervisors must:

- perform a Training Needs Analysis (TNA) for all workers in their area of control
- ensure workers in their area of control attend (and are deemed competent in) each training program in the training plan
- ensure all new workers in their area of control attend the company induction and complete any safety critical role/task specific training prior to starting work
- verify any role specific licences, qualifications etc. prior to a new worker starting work (e.g. forklift licence)
- verify any existing safety critical ability or skills prior to a new worker starting work (e.g. observe a short demonstration by the worker)
- ensure workers complete any ongoing or refresher training as outlined in the training plan
- maintain appropriate training and competency documentation and records (for their area of control)

- monitor and review training and competency documentation and records on an ongoing basis for their area of control)
- resolve or appropriately escalate training or competency-related issues promptly

Worker Responsibilities

A worker is any person who carries out work for a PCBU, including work as an employee, contractor, subcontractor, self-employed person, outworker, apprentice or trainee, work experience student, employee of a labour hire company placed with a 'host employer' and volunteers.

Workers must:

- attend any training required to safely perform their work activities
- apply the competencies gained in training to their work activities
- provide verification of existing required licences, qualifications etc. prior to starting work
- take part in any verification activities to verify existing safety critical ability or skills
- report any training or competency gap that they identify in themselves or others if it is likely to impact their safety or the safety of other workers or other people in the workplace

Other Persons at the Workplace Responsibilities

Other persons at a workplace refer to any other person at a workplace. In our organisation this responsibility is accepted by Clients, Contractors & Visitors.

Other persons at a workplace must:

- attend any training required to safely be at the workplace
- apply the competencies gained in training while at the workplace

SUPPORTING POLICIES AND PROCEDURES

This policy operates within the Risk Management Framework outlined in the Risk Management Policy and Procedure and the Work Health and Safety Policy.

This policy should be read and followed in conjunction with the:

- Chain of Responsibility Policy
- Document and Record Control Policy
- CoR Training and Communication Procedure

IMPLEMENTATION AND EVALUATION

International Cargo Express Pty Ltd will ensure this Training and Competency Policy is reviewed and evaluated for its effectiveness in delivering policy objectives on an annual basis or earlier in the event of major changes to the legislation or our organisation structure and operations.

Policy authorised by: Ronald Spahr, Managing Director



Signature: _____

Policy issue date: April 2020

Policy version number: Version 1

Policy review due date: April 2021

Vehicle Standards and Maintenance Policy

OUR COMMITMENT

International Cargo Express Pty Ltd is committed to ensuring the safety of customers, staff, contractors, site visitors, other road users and the general public at all times. To this end, we strive to uphold the highest quality in vehicle standards and maintenance.

HOW WE WILL MEET OUR COMMITMENT

We implement practices and procedures to ensure that our vehicles are safe, reliable and well maintained in accordance with the Heavy Vehicle National Law and Regulations.

We are classified as an operator under the National Heavy Vehicle Accreditation Scheme (NHVAS) and the applicable legislation and regulations and we comply with the mandatory requirements for the safe design, construction and maintenance of heavy vehicles under the Heavy Vehicle (Vehicle Standards) National Regulation and the Australian Design Rules (3rd edition — administered under the Motor Vehicles Standards Act 1989 (Cth)).

We have implemented a risk management-based Chain of Responsibility (CoR) Framework throughout the organisation, which includes a CoR Management Plan which addresses the five CoR management dimensions of Speeding, Fatigue, Mass and Dimension, loading, unloading and load restraint, and vehicle standards and maintenance. This includes a Vehicle Standards and Maintenance Plan, that specifically addresses the CoR target area of vehicle standards and maintenance.

We have developed the Vehicle Standards and Maintenance Procedures to support the CoR Framework and to ensure, so far as reasonably practicable, the highest quality in vehicle standards and maintenance. The Vehicle Standards and Maintenance Procedures are developed in line with all applicable rules, regulations and standards and adopt a risk management-based approach to support compliance requirements and our organisational objectives.

We have established a Vehicle Standards and Maintenance Risk Management Framework that contains the risk management stages that the organisation will use to identify, assess, eliminate (where practicable) or minimise and monitor vehicle standards and maintenance-related risks.

All details of vehicle standards and maintenance-related risks, control measures and implementation responsibilities are documented in the Risk Register.

We will meet these commitments by:

- establishing and maintaining systems and processes to ensure, so far as reasonably practicable, that vehicles are safe, reliable and well-maintained
- implementing effective risk management, reporting and monitoring systems
- fostering a culture of safety in the workplace that supports safe practices in relation to vehicle standards and maintenance
- promoting a culture of continuous improvement to ensure legislative and regulatory compliance to achieve our organisational objectives.

SCOPE

This policy and supporting procedures apply to any personnel who direct, control or influence vehicle standards and maintenance.

RESPONSIBILITIES

International Cargo Express Pty Ltd has identified the following roles within our organisation with obligations for vehicle standards and maintenance, as:

- loading manager
- packer of goods to be loaded on to the vehicle
- loader of goods on to the vehicle
- unloader of goods from the vehicle
- consignor/consignee of goods for transport by the vehicle
- personnel responsible for vehicle standards and maintenance.

A summary of the key responsibilities for each role are listed below.

Loading Manager Responsibilities

The Loading Manager is a worker who supervises the activities of loaders or unloaders. In our organisation, this responsibility is accepted by Operations Supervisors, Warehouse & Operational Staff.

The Loading Manager must ensure that:

- any observed vehicle standards or maintenance issues are reported and documented in a timely manner
- vehicles with standards or maintenance issues that could reasonably be expected to compromise safety are not used on the road.

Packer Responsibilities

The Packer is a worker who packs and prepares the goods prior to loading. In our organisation, this responsibility is accepted by Operations Supervisors, Warehouse & Operational Staff.

The Packer must ensure that:

- any observed vehicle standards or maintenance issues are reported and documented in a timely manner.

Loader Responsibilities

The Loader is a worker who is responsible for loading the goods into or onto the vehicle. In our organisation, this responsibility is accepted by Operations Supervisors, Warehouse & Operational Staff.

The Loader must ensure that:

- any observed vehicle standards or maintenance issues are reported and documented in a timely manner.

Unloader Responsibilities

The Unloader is a worker who is responsible for unloading the goods from the vehicle. In our organisation, this responsibility is accepted by Operations Supervisors, Warehouse & Operational Staff.

The Unloader must ensure that:

- any observed vehicle standards or maintenance issues are reported and documented in a timely manner.

Consignor/Consignee Responsibilities

*The Consignor is the person or company who dispatches the goods for delivery.
The Consignee is the person or company who orders and/or receives the goods.*

The Consignor/Consignee must ensure that:

- the delivery request does not require (or incentivise) the driver to compromise on vehicle standards and maintenance

- appropriate time is factored for the job to be completed without requiring the driver to compromise vehicle standards and maintenance
- contingency plans are developed to deal with scheduling issues and problems with meeting deadlines
- contracts with transport operators include vehicle standards and maintenance compliance and monitoring.

Vehicle Maintenance Personnel Responsibilities

The Vehicle Standards and Maintenance Officer is a worker who is responsible for conducting the daily checks and periodic maintenance on vehicles. In our organisation, this responsibility is accepted by Operations Supervisors, Warehouse & Operational Staff.

The Vehicle Standards and Maintenance Officer must ensure that:

- daily checks and scheduled periodic maintenance checks are performed
- faults are identified, assessed and acted on
- recording and reporting of faults and repairs is undertaken and is accurate and up to date
- issues and problems are escalated to the appropriate manager
- vehicles that have faults which could reasonably be considered to be unsafe are not used on the road
- processes and procedures to check vehicle safety and quality are continuously improved, in communication and consultation with other relevant personnel.

SUPPORTING POLICIES AND PROCEDURES

This policy operates within the Risk Management Framework outlined in the Risk Management Policy and Procedure and the Work Health and Safety Policy.

This policy should be read and followed in conjunction with the:

- Chain of Responsibility Policy
- Speed Management Procedure
- Fatigue Management Policy and Procedure
- Load Management Policy and Procedure
- Hazard Observation Procedure
- Incident Management Procedure
- Vehicle Standard and Maintenance Procedure

IMPLEMENTATION AND EVALUATION

International Cargo Express Pty Ltd will ensure this Vehicle Standards and Maintenance Policy is reviewed and evaluated for its effectiveness in delivering policy objectives on an annual basis, or earlier, in the event of major changes to the legislation or our organisational structure and operations.

Policy authorised by: Ronald Spahr, Managing Director



Signature: _____

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Appendix

APPENDIX 1

The table below provides a sample explanation of potential storage, retention and security requirements.

Type of document or record	Retention duration	Security level required for access	Action required
Staff Personal Records – Electronic	10 years after stopping work	HR Permission Access CEO Permission Access	When employee leaves or contractor stops working, mark the electronic folder with the destruction date
Staff Personal Records – Paper	10 years after stopping work	Locked Cabinet – HR retain the key	When employee leaves or contractor stops working, mark paper folder with the destruction date

Reference Guides

[LUEZ Loading and Unloading Exclusion Zones](#)

[Load Restraint Guide for Heavy Vehicles](#)

[Load Restrain Guide for Light Vehicles](#)

[Communications Plan](#)