

COMPANY CODE OF CONDUCT

As at 27th February 2018

Congratulations on your appointment to **Trans Australian** as a professional driver.

This manual is intended to provide you with information about **Trans Australian's** details of the workplace and vehicle facilities, and answer some of the most common questions asked by personnel.

Please read this manual very carefully, and if you have any queries, please discuss them with your induction trainer or your team leader.

Induction into the company will be straightforward and will take as long as your instructor deems appropriate.

Your team leader will make themselves known to you as soon as possible, and should be able to answer any queries you may have on an ongoing basis.

Once again, I trust you make a smooth transition into **Trans Australian**, and hope our association will be mutually beneficial.

FOREWORD

You, the driver, are the most valuable asset this company has. Without good drivers we can never hope to have a good business.

It is your actions and behaviour that reflect the values and worth of this company. If you do the wrong thing in relation to customers or to the general public it reflects badly on this company. Summarily, the reverse is also true.

It is becoming increasingly more important that each of us understands and performs in accordance with our responsibilities. This not only includes you as a driver but also my managers and myself.

As a company and as an industry we are all moving towards documenting these responsibilities. This ensures everyone is aware of and understands their particular responsibilities. It helps both of us cover our due diligence.

This manual has been developed in conjunction with our insurance company to help you understand what we require of you as a driver as we both work together to be the best at what we do.

This book has been designed as a reference book that stays in the vehicle and can be referred to as needed. It is not intended that it becomes something you need to know off by heart or be able to recite word for word. You see, what's in the book should just be habit.

GENERAL

Scope

This manual applies to all drivers employed or contracted by **Trans Australian**.

What it's About

Trans Australian has developed this manual in conjunction with their insurance company to document driver-related policies, procedures and rules.

These policies, procedures and rules are to be strictly followed by all drivers.

This manual always remains the property of **Trans Australian**.

Access to the Manual

This manual has been assembled for driver's benefits and use. Each driver, (full time, part time, casual or subcontractor) will be issued a copy of this manual for easy access. Additional copies will be made available in the depot office if so required.

This manual is © Copyright and contains sensitive company information. For this reason, this manual or any part of it must not be copied or given to any person/s outside of this organisation.

DEFINITIONS

This manual is intended for the use of drivers but contains certain company policies, procedures and rules that may apply to all personnel.

Therefore, hereinafter this manual will refer to:

- **Personnel** - meaning - Management
- Employees (including employed Drivers)
- Subcontractors
- **Person/s** - meaning - The singular to Personnel
- **Employees** - meaning - Management
- Employees (including employed Drivers)
- **Drivers** - meaning - Employed Drivers
- Subcontractors
-

1 COMPANY POLICIES

1.1 INTRODUCTION

Trans Australian has in place a number of policies that effect its personnel's employment or contract and the way in which their job is carried out. These policies are clearly stated, and in many cases they refer to rules and procedures that are detailed in later sections of this manual.

All policies are to be followed as documented. However, where a policy is not considered appropriate, a request for a change to the policy may be lodged with management.

These policies have been designed to provide its personnel with a safe and viable workplace. The acceptance of the policies is condition to continuing employment or contract with **Trans Australian**.

1.2 OCCUPATIONAL HEALTH & SAFETY POLICY

General Policy

Trans Australian is committed to ensuring a safe and healthy working environment for its personnel in its offices, workshops and workplaces. **Trans Australian** believes all work related injuries and property losses are preventable, and that safety is good business. **Trans Australian** also believes that there is no more important factor in the undertaking of anyone's job than the prevention of injury or ill health to any people in its workplaces, or workplaces visited by **Trans Australian** personnel.

To achieve a safe and healthy working environment within **Trans Australian**, the commitment and cooperation of its personnel and visitors is essential.

No task is so important as to compromise health and safety. Appropriate consideration must be given to determining a safe and healthy work method for each and every activity.

Objectives

Trans Australian's objectives in the fulfilment of this policy are:

- to be a transport industry leader in workplace health and safety;
- to give risk management considerations equal status with other primary business objectives;
- to provide facilities designed to minimise risk and to develop safe working practices to ensure that risks to its personnel are minimised;
- to minimise any adverse impact of its activities to its personnel and the public;
- that safety systems are in place before any operation is carried out, and that if safety would be compromised, operations are suspended;
- to review and continually improve occupational health and safety standards and procedures;
- to employ competent, adequately trained personnel;
- to have its personnel recognise their responsibility to identify and eliminate hazards and to prevent injury to themselves and others;
- to promote a provocative approach to health and safety and encourage its personnel to participate in the development of **Trans Australian's** occupational health and safety programs;
- to comply with the spirit and intent of all relevant legislation, Advisory Standards and Industry Standards and make adequate provision of resources to meet these requirements;
- to provide adequate levels of health care and rehabilitation for its personnel;
- to share occupational health and safety experience with its personnel and relevant external organisations and suppliers; and
- that **Trans Australian's** contractors and third parties clearly understand and adhere to its occupational health and safety policy standards, and where necessary, assist in achieving this.

Responsibilities

The responsibility for developing **Trans Australian's** policy on occupational health and safety rests with management in conjunction with its representatives.

The responsibility for the implementation of this policy rests with management.

The responsibility for application of this policy rests with its **personnel**.

1.3 REHABILITATION POLICY

Policy

It is **Trans Australian's** policy that:

- an employee's rehabilitation process will commence as soon as possible after an injury, consistent with medical advice;
- returning injured employees to the workplace on suitable duties, under medical guidance, is to be the normal expectation;
- where possible, will ensure suitable duties are made available to all employees, particularly incapacitated employees. This is to be an integral part of the rehabilitation process;
- consultation will be maintained with employees and their representatives in the development and operation of the rehabilitation program, consistent with the need for privacy in the details of any case;
- participation in the rehabilitation program will not, in itself, prejudice any injured employees;
- responsibility for ensuring the successful rehabilitation of injured employees rests with their supervisor and management; and
- the company doctor and rehabilitation coordinator will provide assistance and guidance, but the task of identifying and providing suitable duties is the responsibility of the section manager or supervisor.

Procedure

To put this policy into effect, **Trans Australian's** procedures are that:

- the rehabilitation coordinator is to liaise with the company's doctor and approved rehabilitation providers, monitor the progress of injured employees and assist section managers and supervisors in the documentation of each case. In addition to this, the rehabilitation coordinator is to consult with employee representatives on the progress of the overall program;
- **Trans Australian** may appoint from time to time a company doctor who will advise management on rehabilitation and occupational health; and
- the doctor will provide assistance in identifying approved rehabilitation providers for a particular case.

1.4 EQUAL OPPORTUNITY POLICY

Trans Australian are pledged to provide equal employment opportunities based on merit to its personnel and all applications for employment or contract work without regard to race, colour, sex, religion, age, non-disqualifying handicaps or nation of origin.

Trans Australian's policy on equal opportunity applies to recruitment, employment, promotion, demotion, transfers, redundancy, remuneration, training, employee benefits and general conditions to ensure they have the most suitable person for each position based on the person's performance.

1.5 SEXUAL HARASSMENT POLICY

It is unlawful to sexually harass a person in the workplace.

Trans Australian has a responsibility to provide a workplace free of sexual harassment and to establish internal channels for redress available to its personnel. It is the responsibility of all levels of management, including supervisors to ensure that proper standards of conduct, free from sexual discrimination and harassment are maintained at all times in the workplace.

It is the responsibility of personnel to ensure that their behaviour does not create or condone circumstances that may allow or lead to sexual harassment.

All personnel have a responsibility to ensure that workplaces are free from harassment.

Managers have a greater responsibility, as they must maintain a harassment free environment by remaining alert to concerns and addressing these concerns in a positive manner.

1.6 FATIGUE POLICY

Trans Australian will under no circumstances allow personnel to place their safety or the safety of others in jeopardy because of fatigue and related affects created from unsafe work practices. Personnel should have access to quality personal and family time. It is the intention of **Trans Australian** to ensure that this company and its personnel adopt and implement proper fatigue management procedures and practices. These practices will always abide by relevant state laws. Remember "**LOG BOOK – LEGAL**"

Rest is critical. Without it, the risk of an accident increases.

1.7 QUALITY POLICY

The quality and reliability of **Trans Australian's** service is the concern of all personnel who work for or on behalf of the organisation.

Trans Australian's quality service starts with the identification of the customers' needs, through to the planning of all subsequent phases of the service provided. A 'do it right the first time' approach is the key to the delivery of:

- quality customer service;
- value for money;
- safety;
- reliable service; and
- customer satisfaction.

The above broad principles are basic to the safe and efficient operation of the business and for the assurance of

quality dependable service to meet the needs of the customers.

All personnel are to actively support this policy.

1.8 DRUGS & ALCOHOL POLICY

Trans Australian does not support or accept the use of alcohol or drugs at work under any circumstances. For more information refer to Section 2.04 of this Manual.

1.9 PROBATION PERIOD

All new employees will be offered probationary employment for a period up to six (6) months, at which time their employment will be reviewed. During this period, either party for any reason, without recrimination, may terminate employment.

1.10 RECORDS

Trans Australian needs to maintain certain records on each driver so as to comply with legal and insurance obligations, as well as practical issues such as details for payment of wages etc.

Drivers will be required to supply, and a record will be kept, of the following personal details:

- tax file number;
- photocopy of licence;
- banking details for pay;
- records of home address;
- name of next of kin (relationship); and
- state or territory (or other as necessary) driver licence print-out on commencement of employment or the contract, and annually thereafter, or upon request.

1.11 PASSENGERS

Passengers will only be permitted with specific management approval (to be obtained on each and every occasion), and they must remain in the cabin during loading and unloading.

Trans Australian will not accept liability for unauthorised passengers.

1.12 CHILDREN / VISITORS

All visitors are to report to the office on entry to **Trans Australian's** premises.

Children visiting any **Trans Australian** work site must always remain in the care of a parent or guardian.

1.13 SUSPENSION FROM DUTIES

Trans Australian's policy of firmness with fairness regarding personnel management is evidenced by their decision that they may/will suspend drivers from normal duties pending investigations into accidents and other issues such as abuse and misuse of equipment etc. Appropriate action will be taken after investigations are completed.

1.14 COURTESY

As **Trans Australian** drivers share the roads with the general public, and its customer's satisfaction helps to secure drivers jobs, **Trans Australian** require the following policy of courtesy to be followed. Without exception, each driver must:

- be courteous at all times;
- not get involved in any disputes with customers, and
- must report any disputes to management as soon as possible.

1.15 ANNUAL LEAVE

Annual leave will be granted each year as per employee's entitlements under their relevant award. Annual leave must be taken and will not be converted into cash or other services.

Employee's requests for leave will only be considered upon receipt by management of a completed 'Leave Application' form.

Leave application forms are available from the office and must be lodged a minimum of 2 weeks to the requested commencement date of leave. Management will review leave applications as soon as practical and notify the relevant employee of the outcome.

1.16 SICK LEAVE

Employees are entitled to sick leave as per their entitlement under the relevant award. Notification of sickness must be given to their supervisor as soon as practicable to allow a replacement to be found for the term of the sick leave.

1.17 WAGES

Trans Australian will pay wages and entitlements into a person's bank account on a weekly basis.

1.18 DRIVER HEALTH - MEDICALS

Drivers may be required to undergo a medical examination by a doctor of **Trans Australian's** choice upon request from management.

There have been some considerable changes in the road transport industry in recent years and the need for drivers to maintain optimal health has never been greater.

The success of **Trans Australian's** business depends on the performance of drivers, their ability to cope with the demands of the profession and being able to perform their tasks safely.

Therefore, **Trans Australian** considers health screening a high priority for its driver safety and has established a health screening, feedback and counselling program.

As a part of drivers employment or contract conditions, they are required to undertake a medical at commencement of employment or contract. Interim medicals may also be required upon request from management.

The medical will be conducted in accordance with the NHVR's 'Medical Examination of Commercial Vehicle Drivers' standards.

Drivers must advise management immediately if they have a medical condition that would interfere with them undertaking their duties safely.

Failure to advise management of a relevant medical condition, or failure to undertake the required medical/s is **considered to be an unacceptable risk to Trans Australian and the community** and may lead to dismissal after an appropriate investigation.

1.19 Confidentiality, including Social Media

The use of Social Media platforms comes with certain responsibilities for the user, in particular when it is related to the organisation you work for. Social Media includes but is not limited to Facebook, Twitter etc.

Company information is distributed "on a need to know basis". Broadcasting company information and/or news regarding **Trans Australian** or its staff can be unconstructive and detrimental to the operations.

Trans Australian does not permit any company information or company news to be broadcast via any employee's social media platform eg. their personal Facebook page. Images of any Company personnel and/or equipment displayed on any social media platform is also forbidden. This includes photos of Company owned trucks and trailers, for example on Facebook.

Noncompliance of this policy will be considered a serious breach and may lead to termination of employment.

2 COMPANY RULES

2.1 INTRODUCTION

In order to ensure that **Trans Australian** operates smoothly and without undue conflict, it is necessary that all personnel understand what is expected from him or her. This manual is intended for this purpose.

The safety and the well being of personnel, customers and the general public is of special concern to **Trans Australian** as a member of the Road Transport industry. Therefore, **these rules must be strictly adhered to at all time - no exceptions can or will be tolerated.**

Remember - safety is no accident!

2.2 SCOPE OF THE RULES

The content of this manual applies to all personnel of **Trans Australian**.

2.3 DRESS / PERSONAL APPEARANCE

Personal appearance and dress is a matter of common sense and personal taste. Important guidelines in determining the appropriate dress and appearance are:

- the work being done;
- the public that is being dealt with; and
- the general standards of neatness, tidiness, cleanliness and safety.

Uniforms, where issued, must be worn when dealing with customers or the public. They must be kept clean, neat and tidy.

Specific site or customer requirements may require the wearing of additional personal protective equipment (eg. safety vests, overalls, hard hats, safety glasses etc.).

Suitable shoes or boots are to be worn at all times whilst working on or around vehicles or whilst performing any duties related to employment.

Thongs are prohibited.

Upon termination of employment or contract, **Trans Australian** reserves the right to demand the return of all supplied uniforms and personal protective equipment. If uniforms and personal protective equipment are not returned, **Trans Australian** may charge the employee or driver a pro-rata amount determined by the unexpired period remaining from date of issue.

2.4 DRUGS AND ALCOHOL

Trans Australian will not tolerate the use of alcohol or prohibited drugs, whilst driving, in charge of or operating any motor vehicle or equipment owned or operated by **Trans Australian**.

Trans Australian regards any person's dependence on alcohol or other drugs to be a potentially treatable condition and allowances for treatment will be made as for other illnesses.

If a person refuses to seek or accept treatment to deal with the problem and their performance deteriorates, they will be classed as not meeting the acceptable employment or contract standards and termination of employment or the contract may follow.

It is considered an act of **gross/wilful misconduct** if personnel drive, operate, or are in charge of any **Trans Australian** vehicle or equipment whilst under the influence of alcohol or a prohibited drug, and may face immediate dismissal after an appropriate investigation.

Drivers must have a zero blood alcohol limit at the commencement of duty and at all times whilst on duty. Consumption of alcohol during working hours is also prohibited.

Trans Australian's insurance company states that if a person is found to be under the influence of alcohol or a drug and is involved in an accident, they have the right to sue that person to recover their losses.

When a doctor prescribes driver's medication or drugs, they are to check with the doctor to ensure that the

medication or drug will not adversely effect their driving performance.

Absolutely **no alcohol or illegal drugs** are to be carried on or in **Trans Australian's vehicles**, at any time unless specifically covered on that loads manifest.

Trans Australian reserves the right to test drivers at any time, by any recognised method, for alcohol or drugs.

Personnel are not to wear company uniforms to any establishment where it may be construed that they are drinking an alcoholic beverage whilst on duty.

This policy does not exist to protect or exempt personnel from statutory or legal requirements. These apply regardless.

2.5 SMOKING

In accordance with community health standards, non-smoking areas at **Trans Australian** and customer locations are defined and must be adhered to. Smoking is forbidden within buildings, offices and shared **Trans Australian** vehicles. This rule applies to all **Trans Australian** personnel and visitors on site.

No **Trans Australian** personnel are to smoke in the premises of customers unless a designated area is provided.

2.6 DAILY VEHICLE INSPECTIONS

It is very important that drivers understand the importance of **daily** vehicle inspections. The condition of the vehicle could impact on the safety of the driver, the load and other road users, as well as the cost of repairs that could have been avoided through regular inspections.

Every driver is responsible for the completion of a daily vehicle inspection.

The inspection is to be completed at the start of the shift with regular on-road checks thereafter (ie, tyres, air leaks, fluid leaks etc, and load security). Drivers must ensure that an inspection is carried out at least once every day that the vehicle works.

A record of completing the daily vehicle inspection is to be made in the day's Trip Sheet or work diary. The driver, by signing the Trip Sheet or work diary, acknowledges that the vehicle is roadworthy to the limits of that inspection. Drivers are to record any faults found in the Repair Request Book as per the fault reporting procedures.

2.7 FAULT REPORTING / BREAKDOWNS

Each vehicle has a Repair Request Book allocated to it. This book must remain with the vehicle.

Urgent Repairs

Urgent repairs must be noted in the book and notified by telephone as soon as possible to the relevant person as listed below.

Minor Repairs

Minor repairs carried out by drivers that do not require any further attention must be reported to your supervisor by telephone during the hours of 7:00am to 7:00pm.

Contact numbers

The contact numbers in order of preference for mechanical problems are:

- ♦ Lou Spher 0448014155
- ♦ Michael Hill 0408854678

2.8 VEHICLE RECOVERY

Drivers must contact operations by telephone prior to any vehicle recovery action being taken.

2.9 BEHAVIOUR

 **Trans Australian's business is confidential and no personnel are to discuss company business with any**

person outside of the organisation. Failure to comply with this condition may lead to dismissal after an appropriate investigation.

Due to occupational health and safety requirements, skylarking or horseplay is not permitted.

Whilst accepting the transport industry is a robust industry, fighting or abusive behaviour will not be tolerated and may lead to immediate dismissal.

Abusive or threatening language or behaviour towards other personnel or customers and their staff will not be tolerated. This is considered an act of **gross/wilful misconduct**, and may lead to immediate dismissal after an appropriate investigation.

Swearing is not permitted in front of other personnel or customers. This reflects badly on the image of **Trans Australian**. Disciplinary action will be taken against offenders.

Swearing or obscene language whilst using the 'UHF' also will not be tolerated. Offenders may be suspended after an appropriate investigation.

2.10 COURTESY

Trans Australian's customers, other road users and the general public, judge the company by their personnel's actions. All personnel are expected to be courteous at all times.

2.11 INSTRUMENTS

Regular glances at the vehicle's gauges can tell a lot about how the vehicle is operating and may prevent a costly breakdown.

The vehicle must not be operated with abnormal readings. The driver must stop the vehicle and check out the problem.

Drivers are not to use high engine revs when the engine's temperature is outside its normal reading.

Should abnormal readings occur on any gauge, the driver must check the reason **before** continuing and **before** seeking assistance.

Drivers are forbidden to fit any piece of equipment or instrument to any **Trans Australian** vehicle without the express **written consent** of management, and even then, the company's authorised supplier must fit it.

2.12 ON ROUTE TYRE / LOAD CHECK

During the course of a trip, drivers are encouraged to carry out a tyre and load check.

2.13 MOTOR SHUTDOWN

Turbocharger's operate at a very high speed and temperature and damage will result if the engine temperature is not normalised before shut down. This can be achieved by either idling a vehicle for 3-5 minutes (this is very important immediately after hard work), or, driving the vehicle at low load for 3-5 minutes prior to shut down. (This will minimise the idle time.)

The engine should never be idled for prolonged periods. This wastes fuel and causes unnecessary engine wear. The maximum idling time is 5 minutes.

The engine brake must be switched off before the engine is shutdown.

2.14 VEHICLE CLEANLINESS / SAFETY



Windows, mirrors and headlamps must be kept clean. This is a safety issue.

Any unsecured objects in the cabin must be secured first before each trip.

The interior of the cabin must be **kept clean and free of clutter**. This is a safety issue. This is the responsibility of the driver assigned to that vehicle. Cleaning products will be supplied by the company.

Driver's condition of employment include: washing the prime mover and trailers.

2.15 DRIVERS LICENCE

It is a nationwide law that drivers must hold a current and valid driving licence issued in the state of domicile of the driver for any vehicle they may operate.

Drivers are to supply driving records from the State or Territory Licensing Authority (RTA/DMT) etc. on request from management. Drivers must advise management immediately if any points are lost, or the loss of the entire licence, and the reason why.

Failure to advise management of this is considered an act of **gross/wilful misconduct** and may lead to immediate dismissal after an appropriate investigation.

Trans Australian's insurance company advise they would take recovery action against a driver if it was found that the driver was unlicensed or suspended at the time of an accident, as they were doing so without the authority or approval of **Trans Australian**.

2.16 THEFT

Any act of theft from **Trans Australian** or any customer, will be reported to the appropriate law enforcement authority for action. This is considered an act of **gross/wilful misconduct** and may lead to immediate dismissal after an appropriate investigation.

2.17 TAMPERING WITH EQUIPMENT

Unauthorised adjustment of, or tampering with **Trans Australian** equipment, including on-board computers, fuel pumps, speed limiters, telephones etc. and any equipment mounted on the vehicle, will not be tolerated.

Any abuse or misuse of **Trans Australian** property is considered an act of **gross/wilful misconduct** and will result in disciplinary action any may be cause for immediate dismissal after an appropriate investigation.

The unauthorised fitment of any device, instrument, radio, painting, changing light lenses other than standard, or tampering with, altering or causing to be altered any setting of the vehicle, will not be tolerated and may lead to immediate dismissal after an appropriate investigation.

Where a driver has a piece of equipment they want fitted, they are to approach management, and where written authorisation is obtained, a company-endorsed supplier will fit it.

2.18 SPEED

An absolute speed limit for all trucks is 100 kph as allowed for by the Australian Design Rules.

Drivers shall further govern the vehicle speed in prudent observation of traffic, weather and surface conditions, visibility and the nature of the road. The vehicle must be operated at a sensible and safe manner.

All statutory speed limits must be observed.

Payment of speeding and other traffic related fines or penalties are the driver's responsibility.

Note: 'Safe-T-Cam' cameras are set up on highways to track the speed of vehicles for everybody's safety.

If **Trans Australian** receives an advice from the authorities notifying that a vehicle exceeded the speed limit, there will be disciplinary action taken which may lead to the dismissal of the driver.

COMPANY POLICY SPEED COMPLIANCE to be carried whilst driving

1. A person shall not request or direct a driver of any vehicle, or a party in the chain of responsibility in relation to any vehicle to do or not to do anything that the person knows, or ought reasonably to know, may cause the driver to exceed a speed limit that applies to the vehicle.
2. A person shall not enter into a contract or agreement with a driver of a vehicle, or a party in the chain of responsibility in relation to a vehicle to do or not to do anything that the person knows, or ought reasonably to know, may cause the driver of the vehicle to exceed the speed limit that applies to the vehicle.
3. A term of a contract or agreement that contravenes this policy shall be ignored and of no effect.
4. Where an estimated time of arrival is unrealistic or unable to be completed the driver shall where possible contact management in regards to this matter. If Management is unable to be notified the driver must not exceed a speed limit or contravene another regulation to avoid exceeding the speed limit and management must be notified at the earliest opportunity.
5. Where unforeseen circumstances cause the estimated time of arrival to be not appropriate, the driver must reassess her/his estimated time of arrival and notify management. Unforeseen circumstances may include but are limited to:
 - Weather
 - Vehicle Breakdown
 - Traffic
 - Unloading and Loading Times
 - Discretionary Rests
6. If it is identified that a driver or a party in the chain of responsibility has been requested to exceed a speed limit, the person making that request may be dismissed of their duty effective immediately. It shall not be necessary to prove that the driver has exceeded the speed limit of that vehicle to take these actions.
7. **If it is identified that a driver has exceeded a speed limit whether directed or not directed by a party in the chain of responsibility they may be dismissed of their duty effective immediately.**
8. Where a driver has exceeded a speed limit and has been reported the driver must notify management at the earliest convenience. This must be completed within the first 24 hours of being reported.
9. All expiation notices and complaints shall be investigated and corrective actions taken to avoid a reoccurrence.
10. Retraining may be utilised if Management feels that a person is unaware of their legal obligation or has requested a better understanding.
11. The company shall not pay any expiation notices where the driver of the vehicle can be identified.
12. Management shall review driving hours and all other means of records at their discretion to ensure compliance to the speed limits. Other Documents may include but are not limited to:
 - Fuel Receipts
 - Telephone Records
 - Meal Receipts
 - Time Cards
 - Engine Records
 - GPS Tracking

13. All staff shall be trained in relation to the Speed Compliance Regulations as part of their induction program. This shall be completed prior to the employee commencing their duties.
14. Training records shall be updated and verified by the employee and employer verifying their knowledge of the Regulations.
15. Management shall ensure all existing employees are aware of their legal obligations through regular meetings and retraining when regulations are changed or when requested.

2.19 UNAUTHORISED DRIVERS

No unauthorised driver is permitted to operate a **Trans Australian** vehicle. If a driver disobeys this rule, it is considered an act of **gross/wilful misconduct** and may lead to immediate dismissal after an appropriate investigation.

An authorised driver is one who is employed or contracted by **Trans Australian**, or another person specifically authorised by management.

Drivers must complete the trip they were assigned, in the vehicle they were assigned for that trip. No unauthorised changeovers will be permitted.

2.20 OUT OF GEAR OPERATION

Failure to keep the vehicle in gear on downgrades etc. is an act of negligence and equipment abuse. This will not be tolerated, and may result in dismissal.

2.21 TERMINATING EMPLOYMENT / CONTRACT

Should any personnel decide to leave the employ of **Trans Australian**, all of the company's property (including this manual), keys and washed uniforms must be returned and any outstanding debts to **Trans Australian** must be paid by the person prior to their final pay being made available.

Failure to hand back **Trans Australian** equipment/property is considered theft and will be dealt with as such.

2.22 WHEEL SECURITY

Drivers must regularly visually check for loose wheel nuts and tighten them as needed.

2.23 PRIVATE USE OF COMPANY EQUIPMENT / VEHICLES

Trans Australian's equipment or vehicles must not be used for private purposes unless management gives express permission.

Vehicles must not be taken home.

Whilst on a trip, no unauthorised deviation from the drivers set route will be tolerated. This includes visits to friends, family or other persons. If a driver disobeys this rule, it is considered an act of **gross/wilful misconduct** and may lead to immediate dismissal after an appropriate investigation.

2.24 DEBT RECOVERY

Trans Australian will abide by any court orders in respect of recovery of debts.

Should any personnel incur a debt with **Trans Australian** or any of its customers, **Trans Australian** will take appropriate action to recover the debt.

2.25 EQUIPMENT PROVIDED

Drivers are responsible for all equipment provided with vehicles, such as CB's, telephones, ply, straps, gates, load bars etc. Management must be advised of any item that is damaged or in need of replacement.

If equipment is taken from a vehicle to be used, it is the driver's responsibility to ensure it is put back where it came from.

When a loaded trailer is being left in the yard, all load securing devices and tarp ropes must be tightened. It is the driver's responsibility to then check the vehicle in accordance with the daily vehicle checks to ensure it is left in a 'ready to leave' condition.

2.26 DISCONNECTING TRUCK / TRAILER

When disconnecting trailers, drivers are to check that all gear allocated to that trailer is in it, and is in a fit state for use. Any equipment missing or damaged must be reported to management.

2.27 COMMUNICATIONS

The procedures for communication that must be followed by drivers at all times are:

- if the delivery destination is not reached by the designated delivery time, operations must be telephoned on the appropriate numbers as soon as the driver becomes aware that they will be late. **It is not to be left to the last minute to telephone;**
- **customers are not to be contacted direct unless instructed to do so;**
- if operations have not heard from drivers it will be assumed that they arrived at their destination and that they are either unloading, unloaded, or awaiting to load. The day's loading arrangements will be based on that assumption;
- operations are to be contacted at the completion of **each delivery**, or if any undue delay is experienced or expected;
- operations are to be contacted at the completion of **each pick-up**, or if there are any delays that may cause problems; and
- if for any reason a driver is going to be away from their vehicles for any considerable length of time, they must advise operations beforehand so operations will know where the driver is, should they need to contact them.

2.28 EXPENDITURE RECEIPTS

Any authorised expenditure incurred by personnel on behalf of **Trans Australian** will only be reimbursed if submitted with official receipts. **Trans Australian** will not be liable for any unauthorised expenditure.

2.29 DISMISSAL

In the case of **gross/wilful misconduct**, **Trans Australian** reserves the right to dismiss a driver immediately without notice.

Further, drivers may give cause for dismissal if they:

- drive at excessive speed;
- over rev or abuse equipment;
- drive, or being in charge of **Trans Australian** vehicles whilst under the influence of alcohol or a drug, consume alcohol or drugs on duty or carry alcohol or drugs in/on company equipment when they are not noted on the load manifest;
- drive downhill out of gear;
- interfere/tamper with company equipment;
- neglect to keep records as requested, or falsify records;
- abuse other road users or customers;
- are charged and found guilty of an offence causing an accident, or failing to report an accident;
- permit unauthorised drivers to operate a **Trans Australian** vehicle;
- repeatedly report late for work or fail to advise operations of this;
- refuse or neglect to carry out instructions;
- cause mechanical failure by abuse or negligence;
- are charged and found guilty of an offence involving dishonesty or theft related to this company or its customers;
- fail to advise when unable to meet ETA's;
- fail to report a conviction on a traffic offence notice, or any other offence;
- fail to supply a copy of their driving licence history when requested by management;
- carry unauthorised passengers in a **Trans Australian** vehicle;

- deviate from their set route without **Trans Australian's** approval, or use a **Trans Australian** vehicle for private use without authorisation;
- have in their possession an illegal drug, or are trafficking in illegal drugs on **Trans Australian** premises or in **Trans Australian** vehicles or other property;
- possess offensive weapons;
- fight, issue threats or abuse of **Trans Australian** personnel, property, plant or equipment;
- immoral conduct, indecency or sexual harassment; or
- pilfer freight or steal from **Trans Australian**, its personnel or customers.

2.30 MOBILE TELEPHONES

The employee will be provided with a Company phone. The employee **MUST NOT** use the phone for any other reason than Company use.

Any use of the phone will be deducted from the employees wage if the Company is not satisfied it was a work related call.

2.31 SEAT BELTS

Seat belts must be worn at all times by all personnel/passengers in **Trans Australian** vehicles (as they should with all vehicles). This is a requirement of the law. It is the duty of care under the OH&S Act by all **Trans Australian** personnel to do all in their power to protect themselves or minimise their risk of injury. Should an accident occur and their injuries are a result of not wearing a seat belt, they may not be covered by Workers Compensation.

All fines associated with seat belts will be the persons responsibility.

3 DRIVER'S RESPONSIBILITIES

3.1 INTRODUCTION

Drivers of **Trans Australian** have a number of responsibilities that are part and parcel of their position as drivers. As well as observing the various rules, policies and practices, drivers are responsible to undertake and/or observe the following tasks.

3.2 REPORTING FOR DUTY

Drivers must report for work physically fit in order to perform the job properly.

In the event of illness or undue fatigue, drivers will not be permitted to work. Ample notice must be given to **Trans Australian** to permit arrangements for a substitute driver to be arranged.

Punctuality is regarded as extremely important. Lateness seriously affects operations. Drivers who continually report for work late will be counselled, given a written warning and/or may be dismissed.

Drivers are expected to report for work promptly at the time and location designated by **Trans Australian**. If a driver is late or expects to be late, they must contact operations to advise this.

3.3 TRAFFIC RULES & REGULATIONS

All traffic rules and regulations laid down by the responsible authorities must be obeyed.

If a driver is charged with any driving offence they must report this to management as per the 'Communication Procedures'. Failure to do so may result in dismissal.

3.4 CLEANLINESS

The outside of the unit (weather permitting) is to be washed/cleaned, as **Trans Australian's** image is important.

Drivers must keep the interior of their vehicle clean and tidy. Interior cleanliness is extremely important especially in the interests of safety.

3.5 SHORT DELIVERIES

Short deliveries are the responsibility of the driver in respect to documenting all relevant details.

All claims for short deliveries must be double-checked by the driver. If the driver does not agree, they must not sign any documents, and contact operations immediately.

Drivers must not argue or cause any conflict with the customers.

3.6 DOCUMENTATION

All required documentation must be completed by the driver, and all documents and records must be kept clean and in good order.

Dirty, incomplete and/or damaged documents may be returned to the driver for further attention.

3.7 WEIGHT OF LOADS

It is a condition of a driver's employment or contract that they are responsible for the checking of, and the legal compliance of, all loads in respect to weight.

Drivers are to refer any problems associated with weighing or complying with operations for instruction as to where to weigh, or how to adjust loads to comply.

All fines and costs regarding to overweight matters, which will only occur from not following these instructions, are the drivers responsibility, not **Trans Australian's**.

Drivers are to retain weighbridge dockets and record weights on the relevant Trip Sheet.

3.8 Work Diary

It is a legal requirement that duplicate work diary pages are submitted to the employer within 21 days. Due to this requirement, drivers are to hand in the completed duplicate pages of their work diary within 21 days.

Work Diary fines are the responsibility of the driver and will not be paid for by **Trans Australian**.

3.9 SAFE DRIVING PRACTICES

It is the driver's responsibility to use safe and sensible driving practices in order to protect their livelihood, the lives of other road users, and **Trans Australian's** equipment.

3.10 DRIVING ROUTES

Drivers are expected to take the usual company routes to their destinations, unless operations agree to other arrangements. If a driver is unsure of the usual company route, they are to check with operations on this.

Drivers detouring off the usual routes will pay for the cost of extra kilometres travelled. (Also refer to 2.24.)

Under no circumstances are **Trans Australian's** vehicles to be taken home unless authorised by management.

3.11 DANGEROUS GOODS

From time to time some **Trans Australian** vehicles may be required to carry dangerous goods, and as such, some drivers may be required to hold a current Dangerous Goods Licence. Operations will notify the drivers who may be required to be licensed if and when the need arises.

It is the responsibility of drivers who are required to carry Dangerous Goods to ensure their licence is current and they keep abreast of any changes to rules and regulations.

Trans Australian insists that dangerous goods carried on their vehicles are carried in accordance with '**The Australian Code for the Transport of Dangerous Goods by Road & Rail**'.

Passengers are not to be carried in **Trans Australian** vehicles carrying dangerous goods unless authorised by

management, the driver is under training, or the driver is training a new driver.

It is the driver's responsibility to ensure that bulk dangerous goods (ie. those that require a licence) are not carried if:

- they are not the holder of a current Dangerous Goods Licence;
- packages or containers are damaged or defective;
- the bulk container or container attachment system doesn't comply;
- the relevant placarding is not available or misleading;
- the vehicle and its equipment doesn't comply with the Code for that particular load;
- it is incorrectly segregated or stowed;
- the correct shipping documents and EPG card/s are not available or stored in the EPG holder;
- on routes other than those designated for dangerous goods; and/or
- the vehicle (including the trailer) is not fitted with a current Dangerous Goods Licence plate/sticker.

3.12 UNSAFE HAZARDS & INCIDENTS

Trans Australian requires drivers to report to management all potential unsafe situations or hazards that should arise, whether an injury occurs or not.

Trans Australian will immediately, or as soon as practical to, rectify and make safe any reported hazard.

4 SAFE DRIVING PRACTICES

4.1 INTRODUCTION

Trans Australian will, in the interest of driver safety and the safety of the general public, require that drivers drive in a safe and considerate fashion.

Trans Australian is required by their insurers to observe certain management practices in respect of drivers and their on road behaviour. **Trans Australian** may terminate any driver who drives without due regard for safe driving practice.

4.02 HIGHWAY COURTESY

The reputation of **Trans Australian** depends very much on driver's level of highway skills and courtesy.

Drivers are required to show the utmost courtesy towards all road users.

4.3 TAILGATING

The legal following distance for heavy vehicles in areas without streetlights is 60 metres (200 metres if following a vehicle over 7.5 metres long in a B-Double configuration).

A safe following distance in a heavy vehicle is about 3 to 4 seconds in good conditions.

Research indicates this to be the distance that will enable a driver to safely stop in an emergency. However, wet roads and adverse conditions should also be considered, as well as doubling the stopping distance at night.

4.4 RIGHT OF WAY

Whilst a driver may have a legal right of way, the law also states that they are required to give way if an accident is likely.

Drivers should never treat right of way as a given right. To contest it may demonstrate aggression and could result in an accident.

Fire trucks, police vehicles and ambulances always have the right of way when **sirens or lights** are activated. Drivers must make every reasonable effort to assist the emergency vehicles in their progress.

4.5 ROAD HAZARDS

Experienced professional drivers always 'scan' about ½ to 1klm (where possible), in front of their vehicle. This means that they observe what is happening that far in front of them. This form of driving behaviour allows them to

adjust their speed and position on the road according to the type of hazard that confronts them, in good time, and without excessive braking.

Drivers should adopt this practice and also should adjust their driving to suit the following driving hazards (and any others):

- rough surfaces;
- slippery surfaces;
- narrow or winding roads;
- low wires, roofs or awnings;
- low bridges, tunnels etc; and
- underpasses and trees.

Vehicles become a road hazard when they are stationary on the road when broken down. Drivers must use the portable **warning signs** provide, and as required by law. These must be placed 50 to 150 metres to the front and rear and at the side of the vehicle.

4.6 PARKING

Vehicles must always be parked in a safe position. It must be able to be seen by all road users, and is as far away as possible from the moving traffic.

If a driver is unsure of the visibility of the vehicle, they must turn on the hazard lights.

Vehicles loaded with dangerous goods must not be parked in areas other than advised by The Dangerous Goods Code, or allowed by the various authorities.

Caution must be taken with overhanging limbs on trees or overhanging buildings when parking vehicles to prevent damage to trailers, their loads and any property.

4.7 CHANGING OVER PRIME MOVERS / TRAILERS

When changing over a prime mover or trailer, it must be done in a safe place off the roadway, and extreme care must be taken to ensure that soft surfaces do not cause the trailer's legs to sink.

Drivers must **remember** to do a 'tug test' after re-coupling a trailer.

Drivers must **remember** to hand over any paperwork during the changeover.

4.8 BRAKING

Braking must always be done with care as the vehicle will react differently according to such things as the weight of the load, the weight distribution of the load and the road surface etc. Also drivers should:

- not attempt to drive a vehicle with low air pressure in the system;
- report all air leaks to operations;
- report any oil in the air tanks to operations (after the daily drain);
- report any uncomfortable 'feel' in the brake pedal to operations;
- report a slow pressure build up to operations; and
- always test the brakes before driving away and the vehicle must never be driven with faulty brakes. The driver will be charged in the event of an accident.

Engine Brakes:

All engine brakes are auxiliary to the main service brakes!

Care must be taken with the use of the engine brakes on slippery surfaces. A jackknife could result that may not be recoverable from.

Drivers must be mindful that:

- engine brakes must not be used when the engine is cold;
- automatic use of the engine brake must be avoided as the engine brakes may activate when not desired or required;

- over use in short bursts must be avoided; and
- engine brakes must not be used in built up areas or where sign posted.

4.9 ADJUSTING BRAKES

Drivers must not adjust the brakes themselves unless they have been trained and authorised by **Trans Australian** to do so.

4.10 TRIANGLES

If a driver's vehicle immobilised at the roadside, they are required by law to use warning triangles to alert other vehicles. The warning triangles should be placed at the prescribed distance from the vehicle. (See Section 4.05).

4.11 HORNS

Drivers should be considerate when using the vehicle's horn, as older people and others may be frightened by the noise. Use of the vehicle's horn at night in built up areas should be reserved for genuine emergencies.

4.12 WARNING SIGNS OF FATIGUE

Fatigue is an ever-present possibility in the transport industry. **Trans Australian** does not expect drivers to drive when they are fatigued.

If drivers feel fatigued during a trip and they need to make an unscheduled stop for rest that will effect the ETA, they must contact operations immediately advising they will be taking a break. This is very important so customers can be advised of the vehicles late arrival.

Drivers should be well aware of the signs of fatigue. The following are some of the more common signs of fatigue:

- yawning;
- heaviness in the eyes;
- head drops;
- dimmed vision;
- pressure in the head and temples;
- thirst and hunger;
- painful bottom/stiffness/cramps;
- sweating hands;
- twitching;
- irritability, impatience;
- day dreaming;
- thoughts wandering;
- vehicle wandering in lane; and
- unable to maintain a constant speed.

The only cure for fatigue is sleep or rest.

4.13 LOAD TIPPING SAFETY

Trans Australian places the utmost importance on correct load tipping procedures. Failure to comply with these procedures may jeopardise the **Health and Safety** of its personnel and the general public. Damage to the vehicle and its' associated equipment may also result.

Drivers who fail to follow the correct procedures will result in official warnings being issued, and dismissal may follow after an appropriate investigation.

A driver's procedure (for all types of trailers) is for them to:

- check out the site, and if in doubt, not to tip;
- **look up and live!** - watch out for overhead hazards, electrical wires, roofs, conveyors, pipes etc;
- always tip on level, hard ground (a small spirit level can be used to check if the trailer is level);
- check the trailer suspension and hoist parts for wear and serviceability;
- check that the load is evenly distributed in the body, (if in doubt, level it out);
- not to tip in high winds;
- not to leave the vehicle if the PTO is engaged;
- remain in the vehicle during the tipping process;

- lock the trailer brakes whilst tipping;
- not to continuously drive forward with the body raised;
- understand the nature of the load they are tipping;
- only move the vehicle forward no more than 3 metres before lowering the body once the product has broken away evenly from the hoist well area;
- keep the hoist well area clean;
- ensure pedestrians do not stand beside the prime mover or trailer whilst tipping; and
- not to tip the trailer if another vehicle is parked beside it.

Additional driver's procedures (for tip over axle trailers) are for them to:

- ensure that the rear axle tyres are correctly inflated and evenly matched;
- always tip with the prime mover and the trailer in a straight line;
- deflate the air-bags to assist with the stability of the vehicle; and
- lock the trailer brakes until the body is fully raised.

5 COMPANY OPERATING PROCEDURES

5.1 INTRODUCTION

The following sections relate to other key issues in relation to the safe operation of **Trans Australian** vehicles, and are to be observed at all times.

5.2 VEHICLE SAFETY CHECKS

(Refer Section 2.6)

5.3 VEHICLE FAULT REPORTING

(Refer Section 2.7)

5.4 TRIP SHEETS

Drivers must complete a Trip Sheet for each trip. The information required that must be recorded is:

- the date of the start of the journey;
- the fleet number of the prime mover;
- the fleet number of the trailer;
- the driver's name;
- the trip from - via - to (trip description);
- the load from - to (trip description);
- loading details including pallet control;
- delivery details including pallet control;
- weight records (where applicable);
- trip details including pertinent odometer readings, fuelling oil etc; and
- an appropriate sign off.

5.5 FUELING - TRUCKS

When purchasing fuel, the appropriate fuel card provided with the vehicle, that states the vehicle's registration number, must be used.

5.6 MEMORANDUMS

From time to time **Trans Australian** will issue memos or additional policies. These will be displayed for view, and are to be followed even though they do not appear in this manual.

From time to time this manual may be updated with relevant changes and reissued.

5.7 TRAINING RECORDS

From time to time **Trans Australian** personnel may be asked to participate in training and to sign off that they have

completed the training. This may include both formal and informal training.

6 ACCIDENT PROCEDURES

6.1 ACCIDENT PROCEDURES

Should a driver be involved in an accident, the first important thing is for them to remain calm, and where possible, provide support to any injured party.

If a driver is involved in an accident, whilst at the scene they must:

- **stop immediately**, and not drive away thinking no one will notice;
 - activate their vehicle's emergency hazard lights;
 - secure their vehicle and ensure that the accident scene is safe;
 - ensure that the risk of fire, further injury or damage is minimised;
 - advise operations and obtain instructions for the recovery of the damaged vehicle where required;
 - notify the Police if any vehicle requires towing and/or if any party is injured and requires an ambulance. If the Police are unable to attend the scene, the driver must then report the incident to the nearest Police Station within 24 hours;
 - **not to admit liability** irrespective of the circumstances. If the other party admits fault, the driver is to get it in writing from them;
 - **not to sign any documents** without authorisation from management;
 - obtain details of all other parties involved (where possible);
 - ♦ name, address, and licence particulars of other driver/s;
 - ♦ name and address of the owner/s of the other vehicle/s and/or property/s involved;
 - ♦ registration number/s of the other vehicle/s;
 - ♦ name and identification number of the attending Police officer/s;
 - ♦ name, address and contact telephone number/s of any witness/s at the scene.
- Note:** Other than the attending Police, information must not be given to any other person other than your name, address, licence details and owners details.
- write down all particulars of other vehicles involved and include a detailed sketch of the accident scene showing the placement of the vehicle/s, and the direction each were heading to and coming from etc.; and
 - with the disposable camera provided, photos are to be taken of the accident scene and all the vehicles involved.

If the vehicle is not driveable, then:

- vehicle recovery on instructions from operations, the driver is to secure the scene, arrange and supervise the recovery of their vehicle and the clean up of the accident area; and
- vehicle towing under no circumstances are drivers to make arrangements with salvage/tow operators or repairers at the scene without contacting operations first.

A driver found to be unlicensed or suspended at the time of an accident are doing so without the authority or approval of Trans Australian, and will be deemed to be liable for all damages/expenses incurred.

Daily Vehicle Inspection

1. Check fuel level appropriate for task.
2. Check that oil / fuel / water are not leaking on ground of side of engine.
3. Check engine oil level.
4. Check steering wheel free movement is not abnormal.
5. Visually inspect wheels for security, tyres for tread and strike to ensure tyre inflated.
6. Note any obvious structure or body work faults.
7. Ensure spare wheel is fitted and secure.
8. Note any air leaks, report if excessive.
9. Drain condensation from air tanks.
10. Inspect, note and report any broken springs.
11. Visual check of turntable to note any abnormalities.
12. Check turntables correctly hooked up and locked in.
13. Check load security and restraint.
14. Check all lights, and reflectors for damage and operation. This includes headlights, clearance and taillights, indicators and break lights.
15. Check that instruments appear operation, gauges working, lights working (including brake fail indicator or gauges).
16. Check horn works by sounding.
17. Check windscreen wipers and washers work.
18. Check that windscreen is clean, clean if necessary. Note and report excessive cracks or abnormalities.
19. Ensure rear view mirrors are in good order, adjust correctly and clean.
20. Check that jack, wheel brace, (fire extinguisher if applicable) are present in truck.
21. Check registration label is visible and current.
22. Driver to carry, drivers licence (current), logbook, Repair Request Book and where applicable Hazardous Goods paperwork, etc.
23. After starting engine, listen for loose belts (belt squeal indicates loose belts).
24. When commencing driving, apply brakes at low speed as soon after take off as possible to ensure operation.
25. Road Train signs to be covered when not operating as a Road Train.

Faults are to be reported and recorded on daily job sheet.

The person who conducts this inspection understands they are certifying the vehicle is roadworthy to the level of Inspection Only.

Note: *This is not a tick the box type of checklist, but a list of checks that are routinely done by the driver.*