

# CoR Training and Communication Procedure

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## Purpose

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The purpose of this procedure is to set out the requirements and processes to identify the parties that require training and/or communication about their CoR responsibilities and implement the relevant training and communication solutions.

## Scope

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This procedure applies to any worker who is part of the Chain of Responsibility (including but not limited to the roles listed below).

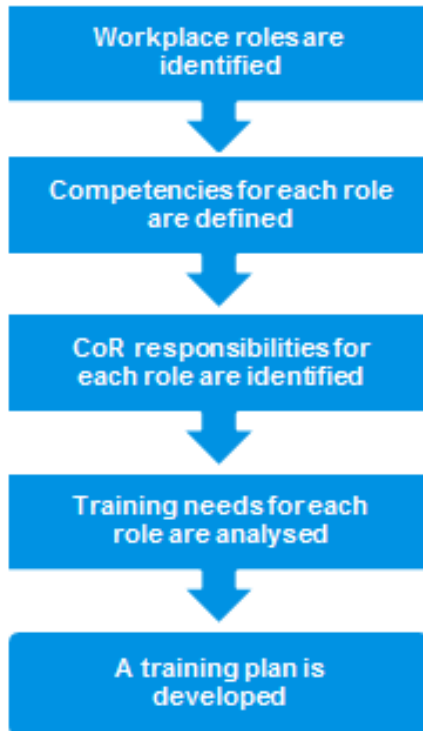
## Procedure detail

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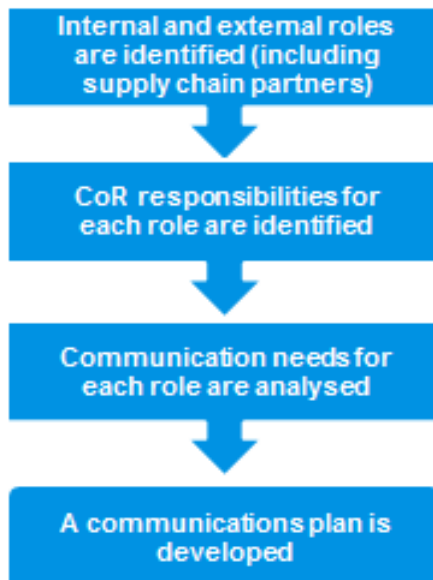
The processes to analyse CoR training needs and CoR communication needs follow similar stages.

### Overview of the processes

The CoR training requirements follow a training and competency framework using the process below.



The CoR communication requirements follow a similar framework using the process below.



## **CoR Training Requirements**

All roles in the workplace are identified and defined with the appropriate competencies required to perform that role to a high standard. Roles and their competencies must be documented in a Role Register (this Register will be similar to the CoR Role Identification Register except cover all roles and competencies relevant to the workplace).

Once all roles in the workplace have been identified and defined, the next step is to identify which roles have responsibilities (i.e. influence or control) in each target area of CoR. This information is documented in the CoR Role Identification Register.

A training needs analysis is then conducted to identify the specific training needs and training gaps for individual workers or workgroups (roles). This information is documented in the CoR Training Needs Analysis.

A training plan is then developed to fill the identified training needs and gaps for the worker or workgroup. The plan specifies which training courses or other training solutions will be provided to which role and the delivery details of the training. This information is documented in the CoR Training Plan. Once each training course or solutions has been completed, this information is documented in the CoR Training Record.

## **CoR Communication Requirements**

CoR communication requirements will include both internal roles and external roles of stakeholders (e.g. supply chain partners such as consignors, consignees, other transport operators). The details of all external stakeholders must be documented in a Stakeholder Register and the details of supply chain partners who share our CoR responsibilities must be documented in the Supply Chain Partner Register.

All supply chain partners identified in the register must be provided with the CoR Requirements Guide for Supply Chain Partners which ensures these parties understand their responsibilities for CoR. All supply chain partners must sign the commitment checklist within the CoR Requirements Guide for Supply Chain Partners to confirm their commitment to their CoR responsibilities. If the supply chain partner

decides they are not willing to commit to their responsibilities, then all commercial arrangements with them must cease, as their decision creates the potential for a breach of CoR.

The CoR Communications Plan is then developed to meet the CoR communication needs of both internal and external roles. It is designed to work in partnership with the CoR Training Plan for internal roles.

## Responsibilities

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Romann Logistics has identified the following roles within our organisation with responsibilities for CoR training and communication, as:

- employer of the driver of the vehicle/prime contractor of the driver/operator of the vehicle/person conducting a business or undertaking (PCBU) referred to as 'the Transport Company'
- managers/supervisors of workers with CoR responsibilities
- workers with CoR responsibilities:
  - driver of the vehicle
  - scheduler of goods for transport by the vehicle and/or the vehicle driver
  - loader of goods on to the vehicle
  - unloader of goods from the vehicle
  - person in charge of vehicle maintenance
- consignor/consignee of goods for transport by the vehicle

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

### **Transport Company Responsibilities**

*The 'transport company' includes the employer, prime contractor, operator and/or PCBU. In our organisation this responsibility is accepted by the Director(s).*

The transport company must:

- establish and implement the training and competency framework to manage the training and competency workplace requirements for CoR
- establish and implement the communication framework to manage the communication requirements for CoR
- ensure adequate resources (time and budget) are provided for CoR training and communication solutions
- ensure CoR roles and responsibilities are clearly defined, documented and communicated (e.g. job descriptions, CoR Role Identification Register, CoR Requirements Guide for Supply Chain Partners)
- ensure all workers with CoR responsibilities receive appropriate training
- ensure CoR performance is incorporated into performance reviews (e.g. incorporate CoR key performance indicators)
- ensure documentation and records of all CoR training and communication solutions are completed and maintained
- audit CoR training and communication records as part of the annual audit process

### **Managers/supervisors of workers with CoR responsibilities**

*Managers and supervisors are workers who have an area of control within the workplace that includes workers with CoR responsibilities. In our organisation this responsibility is accepted by the National Operations Manager, National Business Development Manager and Key Account Manager.*

Managers and supervisors must:

- perform a Training Needs Analysis (TNA) for all workers in their area of control with CoR responsibilities
- ensure workers in their area of control attend (and are deemed competent for) each CoR-related training program in the CoR Training Plan
- ensure workers complete any ongoing or refresher CoR-related training as outlined in the CoR Training Plan
- ensure workers receive all CoR-related communication material as outlined in the CoR Communications Plan

- maintain appropriate training and communication documentation and records for their area of control (e.g. CoR Training Plan, CoR Training Record, CoR Communications Plan, relevant Job Descriptions)
- monitor and review training and communication documentation and records on an ongoing basis
- resolve or appropriately escalate training or communication -related issues promptly

### **Workers with CoR 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. This section refers to workers who are in the role of driver, scheduler, loading manager, packer, loader or unloader, or vehicle maintenance manager.*

Workers with CoR responsibilities must:

- attend any training required to safely perform their work activities in line with CoR obligations (e.g. TLIF0001: Apply chain of responsibility legislation, regulations and workplace procedures, TLIF0002: Administer chain of responsibility policies and procedures)
- apply the competencies gained in CoR-related training to their work activities
- provide verification of existing CoR-related training qualifications prior to commencing work
- take part in any verification activities to verify existing CoR-related training qualifications
- report any CoR-related training or competency gap that they identify in themselves or others if it is likely to impact their safety or the safety of others in the workplace
- follow the requirements of CoR-related communication material relevant to their role (e.g. Job Description, CoR Toolbox Talk)

## **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:

- sign the commitment checklist within the CoR Requirements Guide for Supply Chain Partners to confirm their commitment to their CoR responsibilities
- follow the requirements outlined in the CoR Requirements Guide for Supply Chain Partners

## **Supporting records**

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The following records are created, maintained and reviewed as part of the requirements of this procedure:

- CoR Role Identification Register
- CoR Training Needs Analysis
- Training Plan
- Training Record
- CoR Job Description Guide
- CoR KPI Guide
- CoR Communications Plan
- Toolbox Talk
- Awareness Sign
- Supply Chain Partner Register
- Requirements Guide for Supply Chain Partners

## **Supporting policies and procedures**

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This procedure operates within the Risk Management Framework outlined in the Risk Management Policy and Procedure, Work Health and Safety Policy, CoR Policy, Training and Competency Policy and Consultation and Communication Policy.

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

- Fatigue Management Policy and Procedure
- Speed Management Policy and Procedure
- Load Management Policy and Procedure
- Document and Record Control Policy

## **Implementation and evaluation**

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Romann Logistics will ensure this Procedure is reviewed and evaluated for its effectiveness in delivering objectives on an annual basis or earlier in the event of major changes to the legislation or our organisation structure and operations.

**Procedure authorised by: George Manassa,  
National Business Development Manager**

**Signature: GM, digitally signed 05.04.2022**

*Procedure issue date: 04.04.2022*

*Procedure version number: v1*

*Procedure review due date: 27.07.2022*





I have read and agree with the policy above.

**Name:**

**Signature:**

**Date:**

**Authorised Officer:**