

# Vehicle Standards and Maintenance Procedure

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## Purpose

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The purpose of this procedure is to ensure the effective, systematic and consistent management of all risks associated with vehicle standards and maintenance and the continuous improvement of our Vehicle Standards and Maintenance Risk Management Framework.

## Scope

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This procedure applies to any personnel who directs, has control over, or has an influence on vehicle standards and maintenance (including, but not limited to the roles listed below).

## Procedure detail

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### **Overview of vehicle standards and maintenance management**

The purpose of vehicle standards and maintenance management is to identify and assess potential vehicle standards and maintenance-related risks before they occur, so that risk treatment measures can be implemented which either eliminate the risk entirely (where practicable), or reduce the likelihood that the risk will occur, or reduce the potential adverse consequences of the risk.

### **Vehicle Standards and Maintenance Risk Management Framework**

Our Vehicle Standards and Maintenance Risk Management Framework contains the same set of stages included in the Risk Management Procedure. Refer to the Risk Management Procedure for further guidance on each of the following stages.



### **Establish the context**

This stage defines the basic parameters for vehicle standards and maintenance risk management and sets the scope for the rest of the risk management process. The context is established as part of our general Risk Management Framework and is then applied throughout the organisation.

### **Identify risks**

This stage can either take place at initialisation or during maintenance.

During initialisation, this stage identifies the individual risks to be managed in our workplace by systematically identifying what can happen, when, where, how, why and to who. The aim is to generate a comprehensive list of vehicle standards and maintenance-related risks which will be added to the Risk Register.

During maintenance, this stage works in conjunction with the Monitor and Review stage to identify whether:

- implemented control measures result in new risks
- reported hazards, near-misses or incidents highlight new risks
- new activities, processes, equipment etc. result in new risks

This stage incorporates recommendations from:

- the Hazard Observation Form (where a hazard has been observed)
- the Incident Report Form (where an incident has been reported)
- other Risk Management Framework processes (e.g. review of policies, procedures and data)
- industry bodies, specialists and representatives.

This stage focuses on tasks and roles that have a potential impact on vehicle standards and maintenance, such as consignors, consignees, schedulers, drivers, loaders, packers, maintenance personnel, driver/scheduler managers, loading managers and the transport operator itself.

Common vehicle standards and maintenance-related risks include:

- schedulers over-scheduling drivers, and as a result they are unable or unwilling to perform daily vehicle checks and arrange necessary repairs
- drivers, other road users and members of the public are being put at risk due to unsafe vehicles being on the road
- processes are not in place to enable drivers to easily record and report vehicle faults
- systems are not in place to effectively identify, assess and take necessary action on reported faults in a timely manner, from all sources (e.g. driver, mechanic, maintenance provider or manager)
- Systematic and regular maintenance of vehicles is not being carried out or documented appropriately.

Vehicle standards and maintenance-related risks can be identified in a range of ways, such as:

- making informed opinions based on experience and industry trends
- consulting with drivers, mechanics, schedulers and other relevant personnel
- inspecting rosters, schedules, driver work diaries
- analysing hazard observations, incident reports and other documentation
- observing scheduling, loading and driving-preparation activities

- reviewing the Vehicle Standards and Maintenance Risk Management Framework annually.

### Assess risks

This stage involves analysing and then evaluating the identified vehicle standards and maintenance-related risks.

Analysing involves considering the sources of vehicle standards and maintenance-related risks and combining their potential consequences and the likelihood that they will occur, in order to allocate their risk level. It is important to evaluate the effectiveness of existing controls that have already been implemented from previous risk management activities.

Evaluating is about using the outcomes of the risk analysis to decide which of the vehicle standards and maintenance-related risks need risk treatment and their priority for implementation.

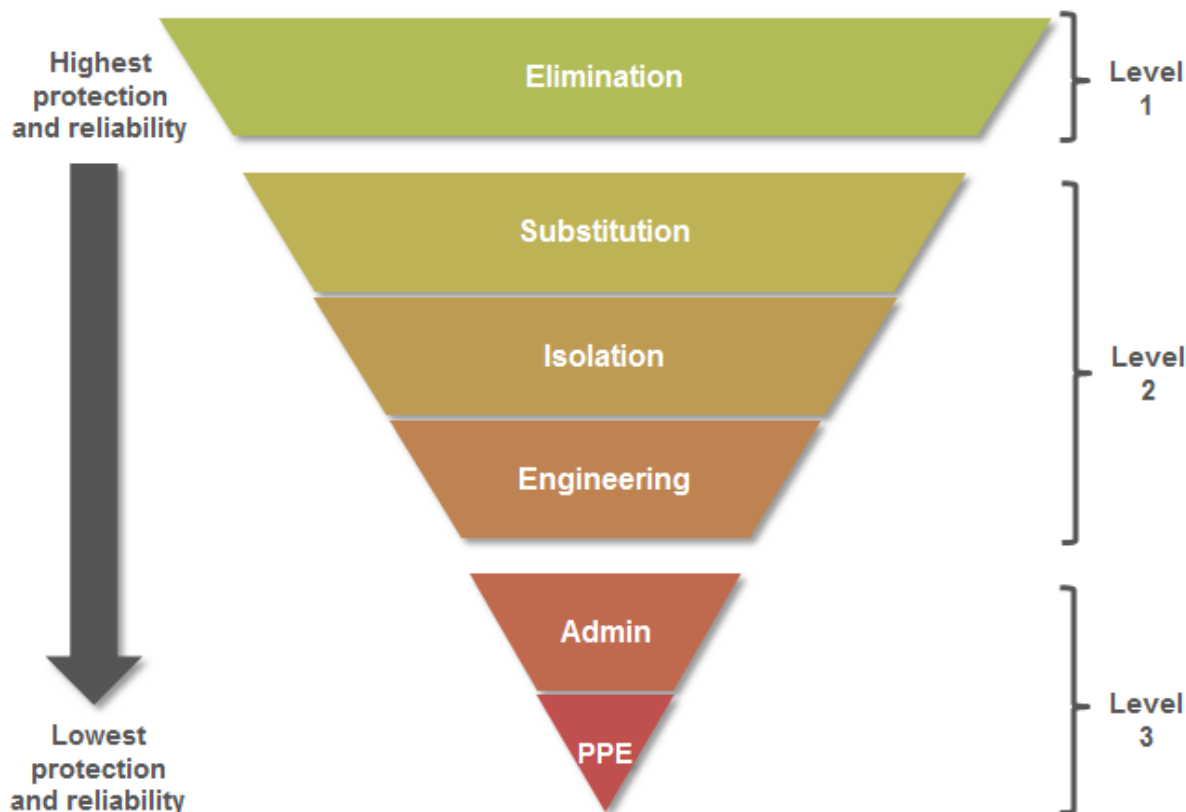
Likelihood	Consequences				
	Insignificant	Minor	Moderate	Major	Severe
Almost certain	Moderate	High	High	Extreme	Extreme
Likely	Moderate	Moderate	High	High	Extreme
Possible	Low	Moderate	Moderate	High	Extreme
Unlikely	Low	Moderate	Moderate	Moderate	High
Rare	Low	Low	Moderate	Moderate	High

### Treat risks

This stage involves identifying, assessing, selecting, documenting and implementing the risk treatment options that will eliminate the vehicle standards and maintenance-related risks that will not be tolerated, or minimise them if elimination is not reasonably practicable.

<b>Risk treatment options</b>	
Eliminate the risk	By removing the risk altogether (uses Elimination from the Hierarchy of Controls below)
If you can't eliminate the risk, then consider:	
Reduce or control the risk consequences	By implementing one or a combination of control measures from Substitution, Isolation, Engineering, Administration and PPE from the Hierarchy of Controls below
Reduce or control the risk likelihood	By implementing one or a combination of control measures from Substitution, Isolation, Engineering, Administration and PPE from the Hierarchy of Controls below
Share the risk	By sharing or transferring ownership and liability for the risk to another party (e.g. partnership/joint venture or insurance)
Tolerate the risk	By making an informed decision to accept the risk at its current risk level

The Hierarchy of Controls is used to rank each treatment option (risk control) from the highest level of protection and reliability to the lowest. You must always aim to eliminate a hazard, which is the most effective control. If this is not reasonably practicable, you must minimise the risk by working through the other alternatives in the hierarchy.



<b>Hierarchy of Controls</b>	
Level 1: Always aim to eliminate the risk	
Elimination	Involves removing the risk altogether. For example, perform daily vehicle checks and periodic maintenance, monitor and review records, undertake any necessary repairs.
Level 2: If it is not reasonably practicable to eliminate the hazards and associated risks, you should minimise the risks using one or more of the following approaches.	
Substitution	Involves substituting the hazard with a hazard that has a lower risk. For example, switching the vehicle/equipment with a vehicle/equipment that meets the relevant standards.
Isolation	Involves separating the hazard from the person at risk. For example, to prevent a consignor/consignee pressuring the driver, ensure all changes to consignments are directed to the scheduler.

Engineering	Involves applying mechanical devices or processes. For example, designing a system to allow easier maintenance of a vehicle, such as assisting in the removal of oils.
Level 3: Should only be used as a last resort, an interim measure or to support a higher level control measure.	
Administration	Involves minimising the risk by administrative means, such as procedures and training. For example, providing training in vehicle maintenance. It is not recommended to use this control on its own as it relies on human behaviour and supervision.
Personal Protective Equipment (PPE)	Involves using PPE. For example, ensuring vehicle seatbelts and airbags are maintained and in good condition. While this option can provide added protection, it is considered the least effective control method.

Common vehicle standards and maintenance-related risk treatment options (controls) include:

- scheduling:
  - implement rosters and schedules that accommodate daily checks and periodic maintenance
  - assess new rosters or schedules and alterations to existing rosters and schedules to identify any vehicle standards and maintenance-related risks prior to implementation
  - ensure delayed drivers can contact schedulers to re-schedule timeslots and/or notify of updated availability
- employment contracts:
  - incorporate vehicle standards and maintenance compliance into employment contracts
  - ensure payment schemes do not incentivise employees or contractors to 'take short cuts' in maintaining vehicle safety standards
- monitoring and supervision:

- monitor rosters, schedules, trip plans and driver work diaries for vehicle standards and maintenance-related risks or non-conformance
- ensure that daily checks and periodic maintenance schedules are strictly complied with, on an ongoing basis
- ensure that documentation and reporting is implemented and maintained
- policies, procedures and tools that:
  - communicate the roles, responsibilities and requirements of the Vehicle Standards and Maintenance Risk Management Framework
  - enable those roles with control or influence over vehicle standards and maintenance to eliminate or minimise vehicle standards and maintenance-related risks (e.g. Vehicle Standards and Maintenance Plan, Scheduler Checklist)
- information and training on:
  - roles, responsibilities and requirements of the Vehicle Standards and Maintenance Risk Management Framework
  - how to perform daily checks and periodic maintenance
  - safe scheduling practices
- consignor/consignee:
  - inform consignors/consignees of the effect of unreasonable scheduling demands
  - obtain consignor/consignee commitment to safe scheduling practices.

All risks, risk treatment options (controls), implementation plans, responsible persons and due dates must be recorded in our Risk Register and implemented into any relevant documentation such as Safe Work Procedures.

## **Monitor and review**

This stage involves the ongoing monitoring and review of vehicle standards and maintenance-related risks and their controls.

The monitoring and review process can take place on a:

- day-to-day basis as part of daily operations



- ad-hoc basis, for example, after an incident has been reported
- scheduled basis as part of annual audit processes

This stage checks that the controls:

- have been implemented
- continue to be effective in eliminating or minimising the risks
- do not result in new risks.

If non-conformances or new risks are identified, then the risk management process will need to be repeated to make further decisions about risk treatment.

Our Risk Register will specify who is responsible for implementing the risk controls and by which date. It will also set out the date of the next review of the risk and controls.

### **Communicate and consult**

It is important to communicate and consult with all relevant stakeholders (the parties impacted by the risks and/or controls) at each stage of the vehicle standards and maintenance risk management process.

## **Responsibilities**

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Romann Logistics has identified the following roles within our organisation with obligations for vehicle standards and maintenance management, 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'
- driver/scheduler manager
- loading manager of goods for transport by the vehicle
- driver of the vehicle
- scheduler of goods for transport by the vehicle and/or the vehicle driver
- 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.

### **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 ensure that:

- it takes all reasonable steps to ensure the highest levels of safety in relation to vehicle standards and maintenance
- a Vehicle Standards and Maintenance Policy and associated procedures are implemented, actively utilised, monitored and reported to the Owner(s)/Board/Executive
- so far as reasonably practicable, the vehicle standards and maintenance policy, procedures and practices follow the Maintenance Management Standards in the NHVAS – Maintenance Management Guide April 2009.  
(See [https://www.sciqual.com.au/sites/default/files/pdf\\_maintenance\\_management\\_guide\\_may09.pdf](https://www.sciqual.com.au/sites/default/files/pdf_maintenance_management_guide_may09.pdf))
- contingency plans are developed to deal with emergent vehicle maintenance issues that may compromise the vehicle's safety, reliability and serviceability
- drivers are able to report faults, maintenance requests or any other issues or problems in relation to vehicle standards and maintenance
- vehicles with repair requirements that may compromise safety are withdrawn from road use immediately
- vehicle faults and maintenance requests are dealt with promptly and efficiently
- daily checks and maintenance schedules as referred to under the Maintenance Management Guide are maintained in an accurate and timely manner and are reported to and monitored by the Owner(s)/Board/Executive

- all workers who direct, control or influence vehicle standards and maintenance are appropriately trained
- all elements of the Vehicle Standards and Maintenance Risk Management Framework are monitored on an ongoing basis and reviewed on a regular basis to ensure continued compliance.

### **Driver/Scheduler Manager Responsibilities**

*The Driver/Scheduler Manager is a worker who supervises the activities of drivers and/or schedulers. In our organisation, this responsibility is accepted by the National Operations Manager and Agent.*

The Driver/Scheduler Manager must:

- ensure that this Vehicle Standards and Maintenance Policy and the Vehicle Standards and Maintenance Risk Management Framework are effectively implemented within their area of control
- accept accountability for ensuring that appropriate processes and procedures are being implemented to maintain vehicle standards and maintenance
- accept accountability for ensuring that the behaviour of workers under their control is consistent with our objectives of maintaining highest quality vehicle standards and maintenance
- monitor and review the elements of the Vehicle Standards and Maintenance Risk Management Framework within their area of control (e.g. monitoring the Maintenance Management system, reviewing maintenance records)
- consult with their team when implementing new systems of work (e.g. new fault reporting and recording, new fault repair procedures)
- resolve or appropriately escalate vehicle standards and maintenance-related issues promptly.

### **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 the Consignor.*

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 vehicle safety are not used on the road.

### **Driver Responsibilities**

*The Driver is a worker who drives the heavy vehicle and transports the load to its destination by road. In our organisation, this responsibility is accepted by the Driver.*

The Driver must ensure that:

- daily checks are performed as required in the Vehicle Standards and Maintenance Daily Check Procedure and Checklist
- vehicle faults are reported and documented to the relevant manager as soon as reasonably practicable
- the vehicle is not driven on the road if there is a known fault which could reasonably be expected to compromise safety.

### **Scheduler Responsibilities**

*The Scheduler is a worker who has influence or control over the delivery time (often the person who schedules the transport of goods by road). In our organisation, this responsibility is accepted by the National Operations Manager and the Agent.*

The Scheduler must ensure that:

- driver schedules allow time for daily vehicle checks and periodic maintenance
- contingency plans are in place to deal with emergent vehicle maintenance issues that may compromise the vehicle's safety and serviceability
- vehicles with known maintenance issues that could reasonably be expected to compromise safety are not scheduled for use.

### **Packer Responsibilities**

*The Packer is a worker who packs and prepares the goods prior to loading. In our organisation, this responsibility is accepted by the Consignor.*

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 the Consignor.*

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 the Consignee.*

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 the Agent and Driver.*

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 by communication and consultation with other relevant personnel.

## Supporting records

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

- Safe Operating Procedure (sections for vehicles/mobile plant and equipment)
- Pre-Start Checklist — Vehicles
- Pre-Start Checklist — Mobile plant and equipment
- Fault Reporting Form

## 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 and Vehicle Standards and Maintenance Risk Management Policy.

This procedure should be read and followed in conjunction with:

- Load Management Policy and Procedure
- Consultation and Communication Policy
- Hazard Observation Procedure
- Incident Management 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 organisational structure and operations.

## External documents

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To download a copy of the Model Code of Practice – How to Manage Work Health and Safety Risks, go to

<http://www.safeworkaustralia.gov.au/sites/swa/about/publications/pages/manage-wh-s-risks-cop>

To purchase a copy of the Australian Standard for Risk Management – Principles and Guidelines AS/NZS ISO 31000:2009, go to [www.saiglobal.com](http://www.saiglobal.com)

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National Business Development Manager**

**Signature: GM, digitally signed 05.04.2022**

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I have read and agree with the policy above.

**Name:**

**Signature:**

**Date:**

**Authorised Officer:**