



# NHVAS Fatigue Management System Manual

## FATIGUE MANAGEMENT POLICY

### Fatigue Manual & Policies for Standard Hours, Basic Fatigue Management and Western Australia Fatigue Regulations.

Any reference in this Manual to Management Scheduling and Responsibilities of any description is a reference to Compliance Manager.

Freight Assist Australia Pty Ltd recognizes that Fatigue is a symptom, rather than a specific disease or disorder. People who are fatigued feel tired all the time – in both body and mind.

They recognise that fatigue can be caused by a number of factors working in combination such as medical conditions, unhealthy lifestyle choices, workplace problems and stress.

Fatigue has been conceptualized as both a physiological and psychological experience

It is the objective of Freight Assist Australia Pty Ltd to:

- Understand the way fatigue works
- Identify any fatigue hazards which exist within the company operations
- Assess fatigue risks
- Use fatigue management measures to reduce fatigue risks
- Monitor and review the fatigue management system

To assist in reaching these objectives, Freight Assist Australia Pty Ltd shall:

- Consult with employees on fatigue issues
- Comply with operating limits (legislated driving hours)
- Ensures drivers are trained and informed about fatigue
- Ensure contracts and business arrangements consider fatigue issues
- Plan driver's workloads and build in time to recover from fatigue
- Keep schedules as regular as possible
- Making sure equipment is well maintained
- Ensure drivers are medically fit to drive a commercial vehicle
- Encourage drivers/staff to report any problems (incident reporting)
- Review this fatigue system on an annual basis

.....  
Signed General Manager

.....  
Date

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## SECTION 1 – RESPONSIBILITIES

### 1.1 Responsibilities of Freight Assist Australia Pty Ltd

It is the responsibility of Freight Assist Australia Pty Ltd to ensure:

- a. All parties who have a responsibility when dealing with fatigue related issues are aware of their responsibilities. This should be achieved by training and access the required procedures.
- b. All responsibility clearly identifies who is responsible and what they are responsible for.
- c. All employees have access to the required sections of the Fatigue Management Systems policies and procedures.
- d. Work rostering and estimated trip times are stored in the Company Scheduling Book which also details travel details and responsible operator.
- e. Relevant induction training on Fatigue is conducted for all vehicle operators.
- f. All records of a fatigue related matter are documented and stored for minimum of 5 years.
- g. Driving hours are recorded in the individual drivers work diary.
- h. Investigate any non-conformances or breaches of the fatigue program.
- i. Retain all fatigue related records and documents for a minimum of 5 years.
- j. Ensure all records and documents are retained in a legible manner.
- k. Ensure all records and documents are retained in an auditable manner.

### 1.2 Additional Responsibilities of Freight Assist Australia Pty Ltd

It is the responsibility of Freight Assist Australia Pty Ltd to ensure:

- a. Drivers are provided with information on ways to manage fatigue and promote and encourage better management of their health.
- b. An internal review is conducted of the fatigue program on an at least annual basis.
- c. Investigate any reported incidents or accidents.
- d. Ensure drivers have completed relevant training and evidence of this training is available.
- e. Medicals are conducted as necessary.

### 1.3 Responsibilities of the Driver

It is the responsibility of the Driver (including relief or casual drivers and captured sub-contractors) to ensure him/her:

- a. Present themselves in a fit state for duty.
- b. Co-operate with fatigue management procedures established and documented by Freight Assist Australia Pty Ltd.
- c. Comply with legislated work hours.
- d. Complete and document the Fit to Work Checklist.
- e. Record, accurately, all hours of work and rest.
- f. Disclose any matter that may affect their fitness for duty.
- g. Stop driving if the driver believes his/her fatigue level is a risk to his/herself and others
- h. Plan their non-work time to get good rest.
- i. Ensure commitments outside of work are undertaken so as not to limit the opportunity for sleep or impact on their ability to carry out their duties.



- j. Be prepared for upcoming schedule/work by using their break between schedules to get good quality sleep.
- k. Report any fatigue related incidents, along with any other accidents or incidents asap
- l. Provide input to improve schedules or rosters.
- m. Provide Management with any details of outside activities that may impact on their ability to carry out their daily duties (i.e. second jobs, insufficient sleep, sporting activities).
- n. Advise Management 8 hours prior to start, or as soon as possible, if for any reason they are unable to report for duty on that day.
- o. Participate in training and education programs provided by Freight Assist Australia Pty Ltd for managing fatigue.



## SECTION 2 – TRAINING AND EDUCATION

**DRIVERS MAY NOT OPERATE AT BASIC FATIGUE OPERATING LEVELS WITHOUT EVIDENCE OF A STATEMENT OF ATTAINMENT. ANY VEHICLE OPERATOR, WHO DOES NOT HAVE A STATEMENT OF ATTAINMENT, MUST OPERATE AT STANDARD OPERATING HOURS UNTIL EVIDENCE IS AVAILABLE.**

### 2.1 Introduction

It is the responsibility of Freight Assist Australia Pty Ltd to ensure all staff are sufficiently trained and demonstrate competency in fatigue knowledge relevant to their position. This is to include all members of Freight Assist Australia Pty Ltd who are involved in the fatigue management system including management, Freight Assist Australia Pty Ltd drivers and personnel who administer the fatigue programme.

### 2.2 Driver Training

It is the responsibility of Freight Assist Australia Pty Ltd to ensure all staff is sufficiently trained in managing their fatigue. This training shall begin with induction of all new drivers and should include but not limited to:

- Driver responsibilities – Company procedures and practices
- Company Fitness for working criteria
- Company medical requirements
- Company Drug & Alcohol Policy

Drivers shall be made aware of the issues of fatigue as part of induction training prior to commencement of duty.

#### 2.2.1 Basic Fatigue Management

For a driver to participate in Freight Assist Australia's Fatigue Management System they must:

- a. Obtain their Statement of Attainment in TLIF0005 (or equivalent) – Apply Fatigue Risk Management System with an appropriate Training Organisation

A Statement of attainment, which is issued once the above training has been completed, shall be stored with the driver's individual training records and uploaded in the Compliance Management System.

- b. Completes an BFM Induction to evaluate the driver's competence and understanding of Freight Assist Australia's Fatigue Management System.

The driver completes the BFM & Mass Management Induction Questionnaire which is assessed by the National Linehaul Manager.

- c. Submit a current Fitness to Work Medical

Once the above criteria are satisfied, the driver is issued with an Induction Approval Letter and they can commence operating under Freight Assist Australia's Fatigue Management System.



## 2.3 Scheduler Training

Any Managers, supervisors, for Freight Assist Australia Pty Ltd or other personnel, who may at times be involved in the scheduling or rostering of drivers, must have the knowledge and skills to practice fatigue management and comply with relevant legislation.

### 2.3.1 Management Training – Basic Fatigue Management

Anyone who schedules drivers or anyone who supervise either drivers or schedulers must demonstrate competence with TLIF0006 or equivalent – Administer Fatigue Risk Management System by undergoing assessment with an appropriate Registered Training Organisation.

A statement of attainment, which is issued once the above training has been completed shall be stored with the schedulers individual training records and uploaded in the Compliance Management System.

## 2.4 Further Training

Any employee, who is found to be affected by or wishes to seek further information on fatigue related issues, shall be given further training and also be notified of further resource material.

Further training and reassessment of competence in relation to managing fatigue will be conducted as necessary, i.e.:

- If changes are made to work systems/practices due to risk assessments,
- Accidents or incidents reported require further training, or
- Changes to regulations or driving

## 2.5 Documentation

It is the responsibility of Freight Assist Australia Pty Ltd to ensure that fatigue training is documented on the individual staff members training register form and retained for a minimum of 3 years.

## 2.6 Changes / Updates

It is the responsibility of Freight Assist Australia Pty Ltd to ensure that any changes, amendments or updates to the Fatigue Program are communicated to all staff involved.

## 2.7 Promotion of Management of Fatigue

Freight Assist Australia Pty Ltd will ensure that drivers are provided with information on ways to manage fatigue and promote and encourage better management of their health.



## SECTION 3 – SCHEDULING & ROSTERING PRINCIPLES

### 3.1 Introduction

All schedules and rosters should take the following into account:

- Schedules and rosters must be reasonable and achievable under legislated driving and rest limits as per the above table.
- Schedules and rosters should be kept as regular as possible.
- Driver's sleep and rest time are included when rostering/scheduling.
- Unload and Loading times are included when rostering/scheduling.
- Driver's regular breaks and rest periods should be included when rostering/scheduling.
- Freight Assist Australia Pty Ltd should ensure drivers are advised of rosters and schedules as soon as possible.
- All drivers shall where practical be given a minimum 24 hours' notice when required to work for 12 hours or greater.
- Where necessary, customer requirements shall be modified to ensure that drivers are operating in accordance with regulations and fatigue principles.
- All schedules shall be flexible to ensure short breaks or discretionary sleep.
- Solo drivers shall have the opportunity for at least 7 hours consecutive rest in 24 hours.  
(These hours where possible shall be targeted between 10pm and 8am)

### 3.2 Responsibility

It is the responsibility of Freight Assist Australia Pty Ltd to ensure that driver's, do not operate outside the approved operating standards and that all approved operating standards are taken into account when trip scheduling is planned.

It is the responsibility of Freight Assist Australia Pty Ltd to ensure that they have taken all reasonable steps to ensure that the drivers schedule for driving the vehicle will not cause or permit the driver to:

- Drive while impaired by fatigue;
- Drive while in breach of his or her work/rest hours option; or
- Drive in breach of another law to avoid driving while impaired by fatigue or while in breach of his or her work/rest hours

### 3.3 Documentation

All schedules and rosters shall be documented via the company roster form and manifests indicating the following information:

- Vehicle Operator,
- Pick up / Loading Site,
- Delivery Location,
- Estimated time of departure, and
- Estimated time to have completed unloading.



### 3.4 Retention

It is Freight Assist Australia Pty Ltd responsibility to ensure that all schedules and rosters are retained in a legible and auditable manner for a minimum of five years.

### 3.5 Return from leave

Drivers returning from leave may not necessarily be well rested. In addition, drivers returning from leave to commence night-work may have trouble in adapting from a daytime lifestyle. These factors may result in poorer performance for drivers returning to work after leave.

Freight Assist Australia Pty Ltd should ensure that where possible drivers returning from leave do not commence night-work immediately.

### 3.6 Relief Driver

When a relief driver is required the following process should be followed and considered:

- Scheduler refers to his list of relief drivers who should be suitable and compliant in line with fatigue guidelines and policy.
- Scheduler contacts relief driver, if an internal local driver is identified, the scheduler contacts the Fleet Controller. Driver identified checked for suitability and compliance,
- If relief driver unable to meet job or compliance requirements, scheduler reviews workload and business requirements and makes changes where possible to minimize client impact.
- Scheduler communicates any changes where the business or client/s are impacted to internal personnel.





## SECTION 4 – SCHEDULING AND ROSTERING – STANDARD OPERATING HOURS

### 4.1 Introduction

Drivers who do not meet all requirements for the Basic Fatigue Management Program must operate at Standard Operating Hours until this evidence is available.

### 4.2 Standard Operating Hours

The Fatigue Management System must document scheduling of trips that ensure they are in accordance with Standard Operating Hours as follows, for any driver who:

- Does not have a Statement of Attainment in TLIF10005 or Equivalent – Apply Fatigue Management Strategies, or
- A Current Medical in line with Assessing Fitness to Drive, or
- Has not been inducted into the Freight Assist Australia Pty Ltd Fatigue Management System.

Time	Work	Rest
In any period of.....	A driver must not work for more than a MAXIMUM of.....	And must have the rest of that period off work with at least a MAXIMUM rest break of.....
5 ½ Hours	5 ¼ Hours work time	15 continuous minutes rest time
8 Hours	7 ½ Hours work time	30 minutes rest in blocks of 15 continuous minutes
11 Hours	10 Hours work time	60 minutes rest time on blocks of 15 continuous minutes
24 Hours	12 Hours work time	7 continuous hours stationary rest time (1)
7 Days	72 Hours work time	24 continuous hours stationary rest time
14 Days	144 Hours work time	2 x night rest breaks (2) AND 2 night rest breaks taken on consecutive days.

- (1) Stationary rest time is the time a driver spends out of a regulated heavy vehicle or in and approved sleeper berth of a stationary regulated heavy vehicle.
- (2) Night rest breaks are 7 continuous hours stationary rest time taken between 10pm on a day and 8am on the next day (using the time zone of the base of the driver) or a 24 continuous hours stationary rest break.

## SECTION 5 – SCHEDULING AND ROSTERING – BASIC FATIUGE MANAGEMENT SCHEME

### 5.1 Introduction

Scheduling of individual trips and rostering of drivers are to be in accordance with limits prescribed in relevant legislation.

Before operating at the Basic Fatigue Management Work/ Rest Option, Drivers must have:

- Current medical,
- Statement of Attainment in TLIF1007C or TLIF2010A training, and
- Be inducted into the company policies and procedures.

### 5.2 Basic Fatigue Management

The Fatigue Management System must document scheduling of trips that ensure they are in accordance with the Basic Fatigue Management Scheme as follows:

Time	Work	Rest
In any period of.....	A driver must not work for more than a MAXIMUM of.....	And must have the rest of that period off work with at least a MAXIMIM rest break of.....
6 ¼ Hours	6 Hours work time	15 minutes continuous rest time
9 Hours	8 ½ Hours work time	30 minutes rest in blocks of 15 continuous minutes (ie: 2 x 15 minutes)
12 Hours	11 Hours work time	60 minutes rest time on blocks of 15 continuous minutes (ie: 2 x 30 minutes or 4 x 15 minutes or 2 x 15 minutes and 1 x 30 minutes)
24 Hours	14 Hours work time	10 hours which must include 7 continuous hours stationary rest time
7 Days	36 Hours long/night work time	
14 Days (336 hours)	144 Hours work time	24 continuous hours rest time taken after no more than 84 hours work time and 24 continuous hours stationary rest time and 2 x night rest breaks and 2 x night rest breaks taken on consecutive days



## SECTION 6 – DRIVER MEDICAL

### 6.1 Introduction

All company drivers must be assessed by a suitable General Practitioner against the Assessing Fitness to Drive Guidelines by Austroads, as fit to drive a Commercial Motor Vehicle.

The medical shall address but not limited to:

- Sleep disorder
- Diet-Healthy food intake
- Medical history
- Lifestyle issues and
- Preventative measures

### 6.2 Responsibilities

It is the responsibility of Freight Assist Australia Pty Ltd to arrange the Medicals.

### 6.3 Intervals

Drivers are to be assessed by a suitable Medical Practitioner:

- Once every 3 years for drivers aged 49 or under, and
- Once every year for drivers aged 50 or over.

The medical practitioner can and may set a shorter interval.

### 6.4 Documentation

A copy of the necessary medical documentation is found within of these procedures.

### 6.5 Counselling/Medical Recommendations

Freight Assist Australia Pty Ltd shall arrange assistance and counselling should this be necessary or recommended by the Medical Practitioner. Freight Assist Australia Pty Ltd shall also take into account any medical or rehabilitation medical advice when assigning duties.



## SECTION 7 – FITNESS TO WORK

A person must not drive a regulated heavy vehicle on a road while he or she is impaired by fatigue.

### 7.1 Introduction

Freight Assist Australia Pty Ltd policy of managing fatigue requires all drivers to consider the impact of recreational activities, second jobs, alcohol, drugs and personal lifestyle on their capacity to work safely.

All drivers are advised via induction training, that due to the type of work that full time employment with Freight Assist Australia Pty Ltd entails, it is advisable that a second job is not suitable.

When planning recreational activities, personal lifestyle and alcohol use drivers are reminded the implications this can cause to their work.

When planning any of the above, drivers are reminded that sufficient time off before work is required to enable full recovery.

### 7.2 Supervision

Management shall diligently supervise fitness to work, as far as practicable.

### 7.3 Incidents / Accident / Injuries

Any incidents, accidents or injuries should be reported and reviewed by the **Compliance** Manager.

### 7.4 Checklists

Fit to Work checklists are issued to all drivers as part of induction training. Drivers are required to complete the checklist and tick the fit to work box if they are fit for duty.

Drivers who are not fit for work must contact the National Operations Manager as soon as possible.

Checklists must be returned at least weekly to the head office in Laverton North, Melbourne.

### 7.5 Responsibilities

#### 7.5.1 Freight Assist Australia Pty Ltd

It is the responsibility of Freight Assist Australia Pty Ltd to take all reasonable steps to ensure that a driver does not drive while impaired by fatigue.

Example of signs of fatigue include but are not limited to the following:

- A lack of alertness
- An inability to concentrate
- A reduced ability to recognise or respond to external stimuli
- Poor judgement or memory
- Making more mistakes than usual

- Drowsiness, or falling asleep, at work (including micro sleeps) finding it difficult to keep the eyes open
- Needing more frequent naps than usual
- Not feeling refreshed after sleep
- Excessive head nodding or yawning
- Blurred vision
- Mood changes, increased irritability or other changes to the person's mental health
- Changes to the person's health or fitness

### 7.5.2 Driver

Drivers are responsible to ensure that they:

- Are in a fit state to safely perform required duties;
- Have sufficient time to recover from recreational activities before starting driving duties;
- Complete the Fit to Drive checklist prior to commencing work. If the driver meets all of the checklist requirements they must document the check via the Fit to Drive column of the Vehicle and Driver Inspection Record.
- If the driver does not meet all of the fit to drive checklist requirements they must contact the National Operations Manager or scheduler immediately for instructions.



## SECTION 8 – DRUGS & ALCOHOL

### 8.1 Policy

8.1.1 Freight Assist Australia Pty Ltd regards an individual's dependence on alcohol or drugs as a potentially treatable condition and so allowances for treatment shall be made as for any other illness.

8.1.2 The decision to take alcohol or drugs is seen as the choice of the individual. Freight Assist Australia Pty Ltd becomes concerned when effects of these are found during work time or interfere with job performance, customer relations and/or the safety of employees and other road users.

8.1.3 Drivers who feel they are developing or already have a problem with drugs or alcohol dependence are encouraged to report their concerns to management for referral to appropriate treatment. These discussions and information shall remain confidential.

8.1.4 This drug and alcohol policy does not exist to protect or exempt drivers from statutory or legal requirements, which apply regardless.

### 8.2 Termination of Employment

8.2.1 If a driver refuses to accept assistance where drug and alcohol abuse has been provided and the driver experiences a subsequent recurrence of such abuse while working for Freight Assist Australia Pty Ltd or any division of, this will result in termination of employment.

8.2.2 If a driver refuses to seek treatment to deal with the problem, and his or her performance has deteriorated, or if after a reasonable time following treatment there is no clear and consistent improvement in performance, the driver will be classed as not meeting acceptable driving or employment standards and this shall result in termination of employment.

8.2.3 A driver who presents for work under the influence of drugs or alcohol such that she or he is unfit for duties will be subject to disciplinary action which may result in termination of employment.

### 8.3 Sick Leave

8.3.1 During treatment employees are entitled to normal sickness benefits if they are available.

### 8.4 Medication / Prescription Medication

8.4.1 If an employee's ability to work safely may be affected as a result of medication including prescription medication, the employee should inform Freight Assist Australia Pty Ltd of the effects of the medication.

8.4.2 A medical certificate verifying the effects of the medication should be made available to Freight Assist Australia Pty Ltd if the medication is to be taken over a period of time.

### 8.5 Zero Blood Alcohol Limit

All 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.



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

### 8.6 Screening

To ensure this policy is effectively implemented, Freight Assist Australia Pty Ltd may conduct or ask to be conducted, alcohol and other drug screening tests in the following situations:

- Pre-employment
- Post on the job injury
- Post vehicle collision
- Post rehabilitation
- Post property damage
- Reasonable suspicion
- At random

## 9.1 Introduction

Freight Assist Australia Pty Ltd is responsible for ensuring an internal review of the records, procedures and systems covered in this manual is conducted on at least an annual basis using the Internal Review Form. The audit is to be conducted using this manual and the checklist found within the manual as a guide to ensure policies and procedures are being followed.

## 9.2 Documentation

9.2.1 Appropriate records shall be raised to show that the process is being followed. The audit should also examine the relevance of procedures to the operation and be used as a guide to identify opportunities for improvement. This task should serve as a performance review for the entire operation.

9.2.2 A written report is to be prepared (Internal Review Form) and should identify any non-conformances with the procedures. Non-conformances shall be detailed on the non-conformance report. (NCR-01). This report shall be completed and given to Freight Assist Australia Pty Ltd within 7 days of the internal review.

## 9.3 Independence:

Where practical the internal reviews should be conducted by a competent person(s) independent of the activity being reviewed. It is the Compliance Manager responsibility to appoint the internal reviewer.

## 9.4 Non-Conformances

9.4.1 **What is non-conformances?** If we discover defects or problems with our system we analyse the causes and fix them. These defects or problems are non-conformances. We investigate using our Compliance Management system and try to ascertain why the problem arose and what factors might have led to the problem. We also determine whether improvement action (corrective or preventative action) is required. As we make changes brought about by these problem/defects (non-conformances) we may need to document the changes within these procedures.

9.4.2 Any staff member may identify a non-conformance and these should be reported to National Operations Manager or Supervisor as soon as possible. The staff member receiving the report of a non-conformance is responsible to document the non-conformance and forward this to the Compliance Manager for investigation.

9.4.3 Freight Assist Australia Pty Ltd or his appointed representative shall investigate and correct any non-conformances.

9.4.4 Actions taken to correct non-conformances may need monitoring to ensure that the corrective action is appropriate and successful. Compliance Manager is responsible to monitor the actions.

## 9.5 Documentation Retention

9.5.1 Copies of internal review reports and corrective actions taken shall be retained for a minimum period of 3 years.

9.5.2 Any changes to policy, procedure, or documentation shall be kept for 5 years for the purposes of external audits.



## SECTION 10 – DRIVERS WORK DIARY

### 10.1 Introduction

All Basic Fatigue Managed Drivers are required to complete the Drivers Work Diary for all driving/working duties.

Drivers who operate Standard Hours and are on journeys wholly within 100km of their base are not required to use a work Diary to record their work hours but must record this via a Local Driver Run sheet to record work and rest hours accurately.

The Drivers Work Diaries are to record all information required by the relevant legislation.

### 10.2 Standard Driving Hours – Driving Within 100 km of Drivers Base

For each journey made by a driver wholly within 100 km of the Drive Base the driver is required to make a record of:

- Name,
- Date of the trip,
- Estimate of the total driving, work and rest times on each driving day,
- The total of the driving, work and rest times for the driving days in each week.

### 10.3 Responsibilities

10.3.1 It is the responsibility of Freight Assist Australia Pty Ltd to ensure:

- Duplicate records of driving hours are retained in a legible and auditable manner for a minimum of 3 years.
- A minimum of 10% of driving hours records are inspected for accuracy and compliance with scheduling on a monthly basis.
- Non-conformance reports are raised (documented), investigated and appropriate action taken where necessary.

10.3.2 It is the responsibility of the Driver to ensure:

- For all Basic Fatigue Scheduled Trips made by a driver, duplicate copies (yellow copy) of the recording page of the work diary are handed to operations along with your mass management log page, signed documents.
- For all standard work hours trips outside the 100 km radius, duplicate copies (yellow copy) of the recording page of the work diary are handed to operations along with your mass management log page, signed documents.
- The records are handed Freight Assist Australia Pty Ltd not later than 21 days after the day the driver operated the vehicle. (Preferred they are handed in on a weekly basis)



## SECTION 11 DOCUMENTS AND RECORDS

### 11.1 Introduction

The Policies and Procedures described in this manual are used for all procedures concerning Freight Assist Australia Pty Ltd Fatigue Management System.

Operations Diaries, Drivers working records, Schedulers, Trip Plans, Internal Reviews, Amendments and any other records which relate to the fatigue system are to be stored in an easily managed auditable system and kept at the Head Office.

To assist with auditing all records are to have a distribution date and issue number.

### 11.2 Confidentiality

All records that require confidentiality shall be stored in a lockable compartment and only made available to those persons who have a necessary need to view such records. (Approval to access these records is to come from Management)

### 11.3 Driver Records

Drivers' individual files shall record the following information:

- Drivers Name,
- Drivers Date of Birth,
- License Details,
- Contact Details,
- Medical, and
- Training.

### 11.4 Amendments to Documented Procedures

- Amendments or changes to the documented procedures must be recorded on the amendment sheet found at the front of the procedures.
- Amendments or changes must be authorised by the Compliance Manager.
- Amendments or changes must record the new issue number and date of issue.



## SECTION 12 – INCIDENT AND ACCIDENT REPORTING

### 12.1 Introduction

Whilst investigation of accidents/incidents is generally seen as a reactive process a good investigation is an effective proactive measure in the prevention of work-related injury or illness. It is our company's policy to investigate all reported accidents/injuries.

### 12.2 Accident Reporting

All accidents/incidents should be reported to Freight Assist Australia Pty Ltd. Compliance Manager is responsible for ensuring the correct procedures are followed. The importance of reporting minor injury and near-miss accidents cannot be overemphasized. If an accident results in a minor or no injury, it is often simply a matter of being fortunate. The sequence of events remains essentially unchanged.

All accidents that have resulted in injury or illness that is likely to incur lost time of more than 1 day or that had the potential to cause serious injury, illness or property damage must be reported to the Compliance Manager and the National Linehaul Manager.

All sections of the Accident/Incident Report must be completed and signed ASAP and forwarded to Freight Assist Australia Pty Ltd – Safety and Compliance Team.

### 12.3 Accident Investigation

All accident investigation must be thorough with sufficient detail to enable an accurate assessment of the circumstances to ensure action taken is correct.

All accident investigations should commence immediately and be completed within 72 hours if possible. A statement from the injured person may be collected at a later date if necessary.

The Compliance Manager shall ensure the investigation is completed.



## SECTION 13 – WORKPLACE CONDITIONS

### 13.1 Introduction

Freight Assist Australia Pty Ltd workplaces should help to reduce the effect of fatigue. All worksites have adequate toilets, showers and relaxation facilities available for the operator when they are required to be at the worksite. Coffee and Tea making facilities and cold water are available for operators.

It is the responsibility of Freight Assist Australia Pty Ltd and all staff members of Freight Assist Australia Pty Ltd to ensure these facilities are maintained suitably.

### 13.2 Vehicle Requirements

It is company policy that vehicles have suitable ventilation which meets the Australian Design Standards.

Air conditioning is fitted to all vehicles and it is monitored to ensure suitability whenever possible.

### 13.3 Sleeping Facilities

Where the driver is required to sleep in the vehicle a suitable berth, (which meets the requirements of the ADR 42 ruling) is available for their use.

The sleeping facilities are designed to assist the driver have suitable rest (noise reduced and air conditioned).



## SECTION 14 TRAVELING WITHIN WA

### 14.1 Introduction

Western Australia commercial vehicle driving regulations are controlled by Worksafe legislation. When vehicle operators enter Western Australia and will leave the state within 7 days, they are to operate at the Driving Hours Option they are accredited for in their home state.

When vehicle operators are in Western Australia over 7 days they must operate under the Western Australia Driving Hours legislation.

### 14.2 Training

14.2.1 All schedulers, managers or vehicle operators who are involved in the vehicle operation into or within Western Australia must be inducted in to the company's fatigue procedures.

14.2.2 As a minimum Fatigue training shall be achieved and tested for all drivers and schedulers with the Western Australian Department for Planning and Infrastructure "Fatigue Management Training Program".

A certificate of competency which is issued once the above training has been completed, shall be stored with the driver's individual training records and updated into the compliance management system.

14.2.3 It is the responsibility of Freight Assist Australia Pty Ltd to ensure that all vehicle operators entering Western Australia have been trained as per these procedures.

### 14.3 Scheduling Trips to Western Australia

14.3.1 When traveling within Western Australia over 7 days, Trips must be scheduled in line with the WA Code of Practice for Fatigue Management as follows:

- All drivers shall where practical be given a minimum of 24 hours' notice when required to work 14 hours or greater.
- Working time shall not average more than 14 hours per 24 hour period over any 12 day period.
- At no time shall any driver exceed 14 hours on 2 consecutive 24 hour periods.
- Maximum continuous period of work shall not exceed 5 hours.
- All schedulers shall be flexible to ensure short breaks or discretionary sleep.
- Solo drivers shall have the opportunity for at least 6 hours consecutive rest in 24 hours.
- (These hours where possible shall be targeted between 10pm and 8am)
- Where night work exceeds two consecutive periods of work between 10pm and 8am, compensation of more than one day off in seven shall be built into the work cycle where possible.

14.3.2 Where it is not practical for drivers to comply with the required standards, reasons for non-compliance shall be documented and kept for a minimum of three years.

14.3.3 Freight Assist Australia Pty Ltd operating schedules provide drivers with flexibility to effectively merge working time and rest time. The operating procedures are flexible to allow for short break times and discretionary sleep when required.



14.3.4 Scheduling of all trips shall be recorded in the Company schedule sheet. These records shall include Trip details, driver and vehicle and in addition should record any circumstances that may cause non-compliance of the necessary standards.

#### **14.4 Rostering Trips Into and Within Western Australia (Over 7 days within Western Australia)**

14.4.1 when rostering trips within Western Australia, normal Rostering Procedures shall be taken into account as well as:

- A driver must not exceed 168 hours working time in 12 days.
- A driver has at least 1 day of non-working time in any 7 days or 2 days non-working time in any 14 days.
- Minimize irregular or unfamiliar work rosters.
- Minimize schedules and rosters which depart from daytime operations when drivers return from leave.
- Total non-working time in any 24 hour period is 8 hours.
- Where possible a break of 24 hours between shift changes shall be arranged.
- In every 5 ½ hours active work time a minimum short break of ½ hour shall be taken

14.4.2 Driver's sleep and rest time are included when rostering, to ensure suitable time has been allocated for the trip.

14.4.3 Driver's regular breaks and rest periods should be included when rostering, where practicable.