



QUALITY POLICY STATEMENT

It is the policy of **Stef's Transport Pty Ltd** that all persons associated with **Stef's Transport Pty Ltd** are responsible for ensuring the quality and reliability of all products and services provided by **Stef's Transport Pty Ltd**.

Stef's Transport Pty Ltd and its employees are committed to the implementation, maintenance and ongoing compliance to the standards documented within this manual.

The standards of our accreditation are:

- Management
- Risk Management
- Responsibilities
- Speed management
- Fatigue Management
- Mass, Dimension, Loading and Load Restraint
- Vehicle standards (Maintenance)

The quality and reliability of **Stef's Transport Pty Ltd.'s** service is the concern of everyone who works or may work for the organisation; it is not the responsibility of the **Managing Director** alone. In- built quality starts with the planning of all activities and goes through all subsequent phases of our service.

A "do it right first time" approach is the key to our delivery of:

- Reliable service
- Quality service
- Efficiencies
- Value for money
- Customer Satisfaction and
- A safe operation

A condition of employment with **Stef's Transport Pty Ltd** is that all employees act within the intentions of this policy statement. They must also sign the "Register of Employees" to indicate that they have read and understand this policy and the associated procedures contained in this manual.

The above principles are basic to this operation for the assurance of service quality. All staff, including any subcontractors, are to support this policy actively.

I, _____, have read and understand this policy and the associated procedures.

Subcontractor / Employee

Stef's Transport Manager

_____/_____/_____
(Date)

_____/_____/_____
(Date)

SUBCONTRACTOR CODE OF CONDUCT

DRIVER & VEHICLE PRESENTATION

- Vehicles must be maintained in a clean and good condition free from contaminants
- Drivers appearance must be clean and presentable at all times

ROAD LAWS

Drivers must comply with all road laws and be considerate of others by:

- Displaying a professional courtesy at all times
- Being fit for duty
- Observing speed limits and seat belt laws
- Observing Fatigue regulations
- Observing drug and alcohol laws
- Travelling a safe distance from other vehicles
- Travelling in the left lane unless overtaking
- Avoid use of engine brakes in a built-up area
- Obeying all other laws Driver distraction is a safety risk:

Driver Distraction is a safety risk:

Distracted driving is any activity that could divert a person's attention away from the primary task of driving. All distractions endanger driver, passenger and bystander safety. These types of distractions include:

- Texting
- Using a cell phone or smartphone
- Eating and drinking
- Talking to passengers
- Reading, including maps
- Using a navigation system
- Watching a video on a mobile device
- Adjusting a radio, CD player or MP3 player

SITE PROCEDURES

- All drivers must comply with all site procedures, policies and signage while on any Stef's Transport Pty Ltd site or the site of any customer of Stef's Transport. This may include random drug testing, post incident testing or if suspected of being impaired.
- Drivers must be polite and courteous to customers and their employees. They are not to become involved in any verbal or physical altercation, but refer back to the relevant Stef's Transport Manager.

FREIGHT SECURITY

- Drivers must ensure that all loads are appropriately secured for safe travel according to Stef's Transport loading procedures.
- Load security is to be checked in transit to ensure it still meets the requirements of Stef's Transport loading procedures.

Name: _____ Signature: _____ Date: _____



Subcontractor Manual Acknowledgment

I _____ have been issued with the Subcontractors Manual for **Stef's Transport Pty Ltd.**

I have read the Manual and understand the responsibility and duties of my assignment as a Subcontractor and will follow all lawful company instructions and directions in the Manual, or verbal instructions and written work orders. I agree to keep the manual in good order and condition and to keep it up to date with any amendments as they become necessary.

Subcontractor (company): _____

Signature: _____

Date: _____



HEAVY VEHICLE COMPLIANCE AND ENFORCEMENT

Stef's Transport Pty Ltd accepts its legal responsibility to provide a safe workplace for all employees, drivers, consignee's schedulers and contractors and visitors will be held accountable for fulfilling their responsibilities as outlined by this policy.

Stef's Transport Pty Ltd and its Management are committed to:

- and Ensuring compliance to legislative and regulatory requirements and current industry standards
- Providing safe reliable and roadworthy and speed limited Vehicles where required.
- Proving written procedures to ensure compliance with Heavy vehicle speeding, Mass and driver hours compliance enforcement regulations.
- Taking all reasonable steps to ensure that drivers will not be caused to exceed any speed limit, mass limit or standard driving hours that applies to the heavy vehicle that is being operated.
- Ensure that all trip schedules do not cause the driver to exceed speed limit, Standard driving hours or Mass restriction that applies to the heavy vehicle being operated.
- Provide relevant instruction and training and supervision to employee's drivers and customers to ensure that drivers are not required or feel compelled to break the speed limit, overload or drive outside the confines of allowed standard driving hours.
- Ensure that **no** driver is requested or directed (whether directly or indirectly) by any person in the supply chain to take any such action that may cause the driver of the vehicle to exceed the speed/mass/driving hours limit that applies to that vehicle.
- Implementing this policy
- Educating employees in all policies and procedures, rules and safe systems of work.
- Ensuring prime contractors/consignee and consignors are educated in Stef's Transport Pty Ltd compliance and enforcement policy and their responsibilities.

Drivers, Subcontractors, Employees such as loaders or schedulers are responsible for:

- Ensure that they abide by all relevant legislation policies, procedures and work instructions as applies to their position or vehicle configuration that they are operating.
- Ensure they report any unreasonable request that may require you to breach any speed/mass or driving hour regulations and position and person requesting such action to management as soon as possible so this can be documented.
- Report any breach of Speed/Mass/Driver Hours to Management as soon as possible.

Stef's Transport Pty Ltd or its Management Team will not be liable for any fines arising from Drivers operating outside these boundaries.

Signed _____

Name _____

Date _____



Stef's

TRANSPORT
MILLICENT



SPEED MANAGEMENT POLICY

Policy Aims

To ensure that drivers comply with road speed limits and other specific legislated speed limits applying to heavy vehicles, and to implement and maintain other speed management measures including the proper use of speed limiter devices to increase the safety of driver and all road users.

Policy Procedure

The organisation's policy is to promote safe driving by ensuring driver schedules do not encourage drivers to speed in order to comply with scheduling requirements.

Speeding is not to be tolerated in workplaces. Drivers are to be informed of the legislative requirements (state and territory specific speed limits and vehicle type legislated speed limits. Drivers are required to at all times comply with the posted speed limits in towns and other built up areas. All trucks are fitted with speed limiting devices that are to be installed by a reputable installer and after installation will be appropriately certified. Speed limiters will be set so as to limit the speed of trucks to maximum speed of 100 kph. (Or 90kph for road trains).

No driver is expected to breach a road law in particular a speeding law in order to meet a time slot. If due to outside influences time slots cannot be met, drivers are to contact management so that the customer can be contacted and a new time slot allocated.

Speeding Offences

Driving in excess of posted speed limits or in excess of legislated speed limits imposed on heavy vehicles breaches Australian road laws.

Chain of Responsibility Legislation imposes penalties for breaches of speeding laws with a minor breach (that is exceeding the speed limit by as little as 3kph) could expose both the driver and the relevant business to fines.

The auditing of speed limiters is conducted randomly amongst vehicles; however, it is the intention speed limiters on each vehicle in the fleet will be checked at least each 12-month period.

Other methods for auditing speed compliance will be implemented, which may include fuel usage checks ; on board program monitoring conducted at approved repairers, the use of Tacho-graph cards, the monitoring of trip times, and the use of GPS devices.

Where an approved repairer identifies that a potential breach of speed laws is occurring (such as vehicle tampering, incorrectly setting speed limiters on vehicles, vehicles allowed to over run off hills etc) the repairer will notify management that a potential breach of speeding laws has been detected.

When drivers become aware of any potential breaches of speeding laws they are to notify management immediately so that an investigation can be commenced into the circumstances surrounding the breach.

Speed Limiter Maintenance and Testing

ADR 65/00 and the Heavy Vehicle National Law require all heavy vehicles to be speed limited at 100 km/h. Road trains must be speed limited at 90 km/h.

Stef's Transport Pty Ltd and its employees are determined to uphold the law relating to speed limiters. All company vehicles will be fitted with a speed limiter that complies with ADR 65/00. Speed limiters will be set and locked at 100km/hr

Training and induction

When they are inducted, all drivers, maintenance personnel and maintenance contractors will be briefed on this policy, how to report defective speed limiters and the consequences of speed limiter tampering. Relevant maintenance personnel will be trained to check speed limiters for defects or tampering, as well as how to adjust and lock them.

Reporting defective speed limiters

On detection of a vehicle with a defective speed limiter, staff will:

- tag the vehicle with a defect tag to prevent its operation on the road
- record the defect in the vehicle repair book
- immediately alert the workshop manager.



Making repairs to speed limiters

Maintenance personnel and contractors responsible for repairing or maintaining speed limiters must:

- locate the cause of the non-compliance or defect;
- make comprehensive notes about the cause on a repair order and advise the workshop manager
- seek authorisation to proceed with the repairs
- document all the work carried out
- lock all speed limiter settings before finalising the job.

Checking speed limiters for compliance

The workshop manager or designated member of the maintenance staff must check speed limiters for compliance in each 'C' service or equivalent. The check must involve comparing the activation point of the speed limiter against a speed recorded using a GPS tracking device, company vehicle management system, or other accurate record of recording speeding.

Speed limiter tampering

Stef's Transport Pty Ltd does not tolerate speed limiter tampering.

Any staff member of Stef's Transport Pty Ltd found to have tampered with a speed limiter will face disciplinary action. Stef's Transport Pty Ltd will cancel the contract of any contractor found to have tampered with a speed limiter.

Vehicle over runs

Drivers are prohibited from allowing vehicles to be over run off hills. Such action is considered unsafe and extremely reckless behaviour. Over running is dangerous to drivers, the public and has the potential to damage vehicles.

Any driver found to have willfully engaged in this conduct may face disciplinary action for a breach of company policy. Such breaches are considered willful misconduct and the driver may be provided with a written warning.

Drivers will also be placed on written warning if the speed of their vehicle exceeds that allowed for that combination.

Tampering with company vehicles.

Tampering with any vehicle speed limiter device in order to increase the vehicle's speed is considered willful misconduct. Any employees involved in this conduct including; drivers and maintenance staff may have their employment terminated. Any contractor involved in the breach such as some approved repairers etc. may have their contract with the organisation terminated after investigation.

Continued Breaches

Employees who engage in continued breaches of speed limiter policy requirements may have their employment terminated.

Your signature shows you understand the management's position and your responsibility under the chain of responsibility and the speed legislation.

Signature: _____ Date: _____

Name: _____

Stef's Transport signature: _____ Date _____

DRIVING HOURS AND FATIGUE MANAGEMENT

Stef's Transport Pty Ltd will comply with relevant fatigue management requirements by implementing measures that minimise fatigue by:

- consulting with drivers on fatigue issues;
- complying with operating limits (e.g. minimum continuous break for sleep);
- assessing fatigue risks associated with work undertaken;
- ensuring employees are trained and informed about fatigue;
- ensuring contracts and business arrangements consider fatigue issues; and
- implementing Safe Work Methods Statements and procedures to minimise fatigue.

Plan driver's workloads by building in time to recover from fatigue through using measures such as:

- where possible maintaining regular and consistent scheduling processes;
- allowing for non-driving duties (e.g. loading or attending to livestock);
- building in time to allow drivers to meet normal living requirements and commitments;
- planning trips to allow as much quality sleep at night as possible;
- building in time to adjust from a holiday break or day to night driving change;
- scheduling trips to allow for adequate rest breaks; and
- scheduling trips within working time limits and allowing for possible delays.

Make sure drivers and equipment are well prepared where appropriate:

- checking that required medical assessments have been undertaken and certificates are current;
- using a Fitness for Duty checklist and driver declaration;
- providing training on how to recognise and manage fatigue;
- providing information on short term measures such as naps and breaks and understanding the limitations of these temporary measures;
- providing information on how to minimise fatigue; and
- maintaining vehicles to meet roadworthiness standards, fatigue related standards (e.g. Australian Design Rule (ADR) 42 on sleeper berths and ADR 42.18 on ventilation) and in good condition to reduce vibration and noise.

Manage disruptions to schedules by taking action such as:

- rescheduling pick-up and delivery times;
- replacing a fatigued driver (where possible) when long delays extend working time; and
- balancing a driver's extra working time with a longer break and with a longer sleep opportunity in the next period.

Encourage drivers to report any problems by:

- having an agreed and reliable reporting procedure including an incident report form or a phone-in system in which the messages can be left; and
- investigating any fatigue related problems, applying corrective actions and providing feedback to all drivers and operational staff.

Keep basic records for managing fatigue such as:

- Schedules and rosters - remember, you schedule vehicles and you roster drivers.
- Log books, driver diaries, pay slips, fuel docketts, output of electronic monitoring;
- Records of required health assessments and any training provided or undertaken; and
- Records of any fatigue incidents and corrective action taken as a result to prevent recurrence.

Regularly review operations by:

- reviewing schedules, log books, driver diaries and other records to make sure fatigue management procedures are being followed and are effective;
- consulting with employed drivers / other drivers doing similar work regarding how to reduce fatigue;
- obtaining information from TruckSafe, industry associations, or WHS agencies about effective fatigue practices.

Signature: _____

Date: _____