

# Load Management 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 load-related risks including those associated with the inappropriate loading of vehicles and unsafe loading or unloading practices and the continuous improvement of our Load Risk Management Framework.

## Scope

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This procedure applies to any worker with control or influence over vehicle loading practices (including but not limited to the roles listed below).

## Procedure detail

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### Overview of load management

The purpose of load management is to identify and assess potential load-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.

### Load Risk Management Framework

Our Load 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 load 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 load-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 will incorporate recommendations from the:

- Hazard Observation Form (where a hazard has been observed)
- 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 will focus on those tasks and roles that have a potential impact on inappropriately loaded vehicles and unsafe loading or unloading practices, such as consignors, consignees, drivers, loaders, packers, loading managers and the transport operator itself.

Common load-related risks include:

- transport companies who do not have a framework in place to ensure the safety of loads and loading activities
- transport companies who do not provide appropriate loading and load restraint equipment that is in good condition
- consignors who book loads that exceed legal weight or dimension limits
- consignors who provide goods in product packaging that cannot withstand stacking and restraint forces
- consignors who put the wrong mass or dimensions on the consignment note or container weight declaration (CWD)
- packers who do not accurately record the total mass and dimensions of unitised or palletised items
- packers who do not appropriately unitise or palletise items during preparation of the load
- loaders who load vehicles over their legal mass and dimension limits
- loaders who do not follow load plans or do not load to legal vehicle and axle limits
- loaders who use insufficient or inappropriate load restraint methods
- loaders who use damaged load restraint equipment
- loaders who do not follow the requirements of the Load Restraint Guide
- loaders who do not appropriately segregate, placard and document loads with dangerous goods
- loaders who do not use appropriate loading equipment safely
- loaders who do not follow the Loading and Unloading Exclusion Zone (LUEZ) Guidelines
- drivers who do not inspect their load and vehicle before departure
- drivers who drive a vehicle with a container without being provided with the Container Weight Declaration

Load-related risks can be identified in a range of ways, such as:

- making informed opinions based on experience and industry trends
- consulting with drivers, loaders, packers and other appropriate workers
- inspecting loading equipment and load restraint equipment
- observing loading, unloading and load restraint activities
- inspecting loading areas and loaded vehicles
- analysing hazard observations, incident reports and other documentation
- auditing the Load Risk Management Framework annually

### Assess risks

This stage involves analysing and then evaluating the identified load-related risks.

Analysing involves considering the sources of load-related risk 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 load-related risks need risk treatment and their priority for implementation.

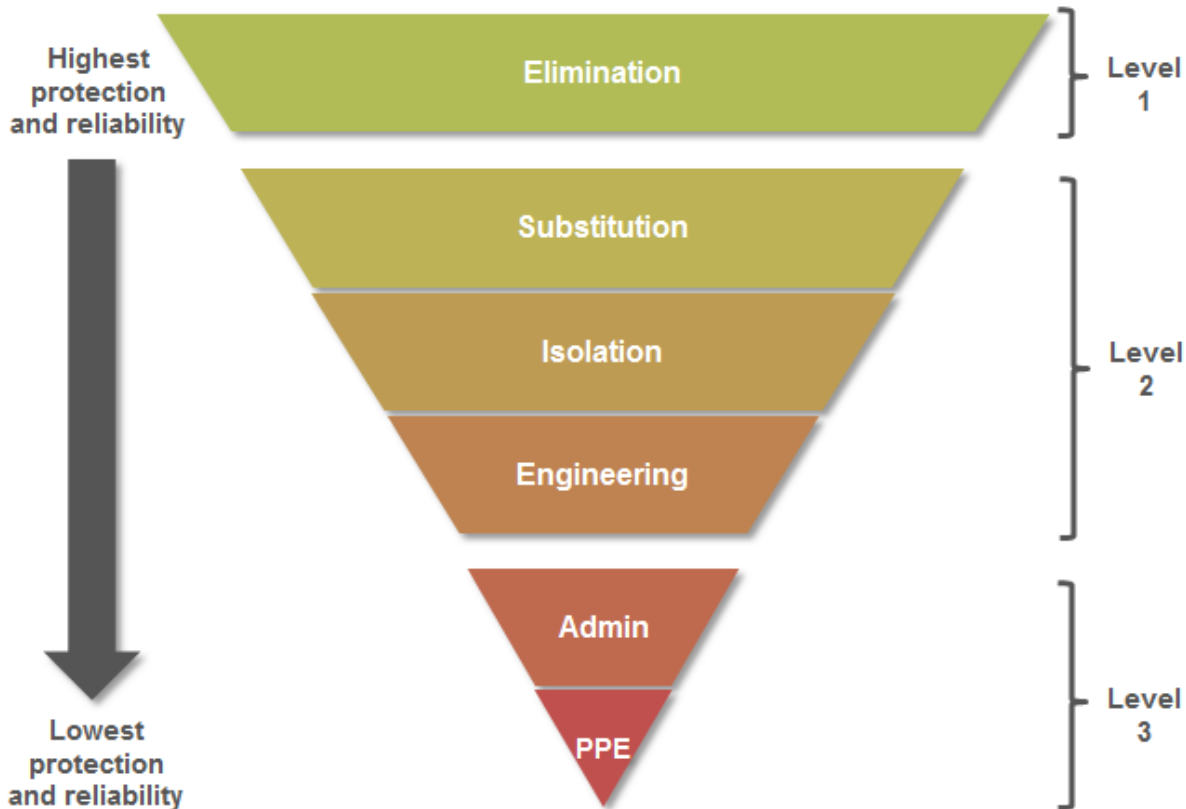
Likelihood	Consequences				
	Insignificant	Minor	Moderate	Major	Severe
Almost certain	Moderate	High	High	Extreme	Extreme
Likely	Moderate	Moderate	High	High	Extreme
Possible	Low	Moderate	Moderate	High	Extreme
Unlikely	Low	Moderate	Moderate	Moderate	High
Rare	Low	Low	Moderate	Moderate	High

### Treat risks

This stage involves identifying, assessing, selecting, documenting and implementing the risk treatment options that will eliminate the load-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.



Hierarchy of Controls	
Level 1: Always aim to eliminate the risk	
Elimination	Involves removing the risk altogether, for example, using rigid body vehicles to remove the need for load restraint equipment
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, using trailers with side gates to reduce the need for side load restraint
Isolation	Involves separating the hazard from the person at risk, for example, enforcing the Loading and Unloading Exclusion Zone (LUEZ) to isolate pedestrians from the risk of injury from loading activities
Engineering	Involves applying mechanical devices or processes, for example, using a pivoting lever dog instead of a fixed lever dog to reduce the risk of kickback to the operator.

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 safe load restraint methods. 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, providing high-vis vests, safety goggles and gloves for those performing loading or unloading activities. While this option can provide added protection, it is considered the least effective control method.

Common load-related risk treatment options (controls) include:

- policies, procedures and tools that:
  - communicate the roles, responsibilities and requirements of the Load Risk Management Framework
  - enable those roles with control or influence over loaded vehicles and/or loading practices to eliminate or minimise load-related risks (e.g. load plans, equipment inspection checklists)
- mass and dimension:
  - use consignment notes that require the consignor to complete full mass and dimension details
  - implement vehicle, vehicle load and over-mass registers
  - implement load plans or other load placement guidance
  - provide training on calculating appropriate legal load mass and dimension
  - implement regular inspections and weighing of loaded vehicles to ensure compliance with legal mass and dimension requirements
- load restraint:
  - ensure sufficient and appropriate load restraint equipment is provided in line with the Load Restraint Guide
  - provide training on safe load restraint methods and equipment (e.g. TLID2004A Load and unload goods)
  - implement load inspection checklists for drivers to use before departing
  - perform regular inspections of the condition of load restraint equipment
  - loading and unloading behaviours:
    - implement daily vehicle and equipment inspection checklists to be completed at the start of each shift

- provide training on the safe and appropriate use of loading equipment
- provide training on the LUEZ Guidelines
- provide training on the loading requirements for dangerous goods
- monitor loading and unloading behaviour by supervisors
- streamline parking, queuing and loading/unloading practices to minimise delays

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 the load-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 load risk management process.



## Responsibilities

PK Plumbing and Gasfitting has identified the following roles within our organisation with obligations for load 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'
- loading manager of goods for transport by the vehicle
- driver of the vehicle
- 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

### Transport Company Responsibilities

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

The transport company must ensure that:

- the Load Risk Management Framework is developed and implemented
- all roles with responsibilities for the Load Risk Management Framework are clearly defined, documented and communicated
- all workers with control or influence over loading practices are appropriately trained in their responsibilities
- they take all reasonable steps to ensure a vehicle is not inappropriately loaded
- legally permitted and registered vehicles are supplied that meet the legal dimension requirements
- safe systems of work and loading environments are provided
- drivers have accurate documents of the tare weight (or empty weight) of the combination
- proof of accreditation is available if operating under Higher Mass Limits
- load plans for vehicle combinations don't exceed maximum weight limits and if load planning by pallet space, that legal axle limits are not exceeded
- loaded vehicles do not exceed legal mass and dimension limits
- loads are appropriately restrained on vehicles in line with the Load Restraint Guidelines and regulations

- the driver/loader has sufficient and appropriate loading and load restraint equipment and is provided with sufficient training to use it correctly
- parking, queuing and loading/unloading practices are streamlined to minimise delays
- all elements of the Load Risk Management Framework are monitored on an ongoing basis and reviewed on an annual basis (at a minimum) to ensure continued compliance

### **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 Philip Kenny*

The loading manager must:

- ensure the Load Management Policy, Procedure and Framework are effectively implemented within their area of control
- accept accountability for ensuring that the workplace under their control is safe and free from load-related risks
- accept accountability for ensuring that the behaviour of workers under their control is safe and free from load-related risks
- monitor and review the elements of the Load Risk Management Framework within their area of control (e.g. review of load plans and loading times)
- consult with their team when implementing new systems of work (e.g. new load plans, load restraint equipment)
- resolve or appropriately escalate load-related issues promptly (e.g. overloaded vehicle, unrestrained load or loading bottleneck)
- ensure that any changes between order and loading (such as extra pallets or extra weight), is communicated to the transport company, driver and consignee
- ensure that loads are loaded and placed on trailers according to customer and/or transport company load plans
- ensure that the National Heavy Vehicle Accreditation Scheme (or NHVAS) label is checked for Higher Mass Limit compliance
- ensure correct procedures are used to ensure the load is securely restrained
- check when the vehicle arrives to ensure the load has not shifted or become unstable due to lack of load restraint
- allow drivers access to the loading area to supervise and/or participate in the load restraint process
- ensure any oversize or overmass vehicles meet the requirements of the Oversize and Overmass Regulations 2006 (e.g. operate under a notice or permit)
- attend appropriate training specified by the transport company (e.g. TLID2004A Load and unload goods)

### **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 all staff members*

The driver must:

- ensure that the vehicle does not exceed maximum limits
- load according to the load plan (or to legal axle limits if there is no load plan)
- consult with the loader to load to the best weight distribution
- assess any changes between the order and loading
- be given the opportunity to check load plans and freight prior to loading, flag any concerns with the supervisor and refuse the load if unsatisfied
- ensure they are driving a legally permitted and registered vehicle with relevant documentation
- ensure the load is correctly restrained so that the load cannot move during transit
- have access to the loading area or dock to supervise and/or participate in the load restraint process
- do not drive a vehicle with a container without being provided with the Container Weight Declaration
- ensure all dangerous goods are loaded, segregated and placarded and relevant documentation provided in line with the relevant regulations and codes
- attend appropriate training specified by the transport company (e.g. TLID2004A Load and unload goods)

### **Packer Responsibilities**

*The packer is a worker who packs and prepares the goods prior to loading. In our organisation this responsibility is accepted by all staff members*

The packer must ensure that:

- the recorded mass and dimension of individual items and the totals on load documentation are accurate and legal
- loads are packed and prepared safely
- loads packed in freight containers do not exceed the container's cargo capacity
- prepare and pack all dangerous goods in line with the relevant regulations and codes
- attend appropriate training specified by the transport company (e.g. TLID2004A Load and unload goods)

### **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 all staff members*

The loader must:

- use safe loading practices
- ensure that loads meet all legal mass and dimension requirements
- ensure that the driver is advised of the actual/indicative weight of each pallet and consulted to ensure that goods are loaded to the best weight distribution
- ensure that pressure is not put on the driver to load more than is legally allowable
- use methods and load restraint equipment to ensure that loads are safely restrained and protected
- load, segregate and placard all dangerous goods and provide relevant documentation in line with the relevant regulations and codes
- attend appropriate training specified by the transport company (e.g. TLID2004A Load and unload goods)

### **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 all staff members*

The unloader must:

- use safe unloading practices
- attend appropriate training specified by the transport company (e.g. TLID2004A Load and unload goods)

### **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:

- provide accurate load information to the transport company so they can supply suitable vehicles and adequate equipment for the load (i.e. consignment note, container weight declaration)
- ensure that product packaging can withstand stacking and restraint forces without damage or breakage
- ensure that booked loads do not exceed maximum legal weight or dimension limits
- ensure that the transport company is legally registered and permitted to undertake the job they are contracted to complete

## Supporting records

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

- Con Note Checklist
- Container Weight Declaration.
- Vehicle Register
- Load Register
- Over-Mass Register
- Vehicle and Equipment Inspection Checklists
- Load Plans
- Load Restraint Guide
- DG Load Guide
- Load Inspection Checklist
- LUEZ Guidelines

## 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 Load Management Policy.

This procedure should be read and followed in conjunction with:

- Fatigue Management Policy and Procedure
- Speed Management Policy and Procedure
- Consultation and Communication Policy
- Hazard Observation Procedure
- Incident Management Procedure

## Implementation and evaluation

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PK Plumbing and Gasfitting 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.

## External documents

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-whs-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)

**Procedure authorised by: Philip Kenny (Director)**

Signature: 

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