General Carrying

03 July 2016 Enforceable Undertaking Final Report

General Carrying Compliance Monitoring Plan

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Date of issue: 3 June 2016
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Review date: N/A
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Security classification: Open Access
1. **Executive Summary**

General Carrying Pty Limited (General Carrying) have made substantial changes to ensure compliance not only to the Department of Industry, Skills and Regional Development (NSW Department of Industry) (the ‘Department’) mine safety WHS Undertaking but to overall safety management system (SMS) compliance to various work health and safety (WHS) acts and regulations of the states and territories of Australia.

The WHS undertaking comprised of 22 points of reference outlining behaviours that were considered to lead to, or at the very least, contributed to the incident at Donaldson Coal in December 2011.

On 13 May 2015, General Carrying agreed and signed the WHS undertaking and compliance monitoring plan to improve safety throughout the business. Compliance to this plan required General Carrying to commit to a program that ensured that behaviours and practices that contributed to the incident had ceased and programs developed to the reduce the likelihood of recurrence.

General Carrying engaged SIP Safety (Safety Improvement Professionals) on 17 June 2015 as the independent consultancy team to monitor, report, research and disseminate information to the Department and other retailers to show a proactive approach to safety with the added value of creating awareness to safety in and around the loading and unloading of trucks.

SIP Safety advises that General Carrying have worked openly and with integrity to make improvements not only for the WHS monitoring plan but across the business as a whole.

SIP Safety report that General Carrying have satisfactorily met and in places exceeded all aspects of the compliance monitoring plan. SIP Safety suggests the WHS undertaking be cleared by the Department as supported by evidence detailed in this report.
2. Compliance Monitoring plan

Term, clause no and response

ET (a) p9: Commitment that behaviour that led to alleged contravention has ceased and will not reoccur:

- The Department agreed and accepted General Carrying compliant by entering into the undertaking compliance monitoring plan date accepted 13 May 2015.

ET (b) p9: Commitment to the ongoing effective management of WHS Risk

- The Department agreed and accepted General Carrying compliant by entering into the undertaking compliance monitoring plan date accepted 13 May 2015.

ET (c) p9: Commitment to disseminate information about the undertaking to workforce, safety committee, HSR's. By company meeting and notice on notice boards:

- The Department viewed and accepted evidence displayed on notice board detailing information surrounding the WHS Undertaking on the 16 June 2015 and again on 12 April 2016

ET (d) p 10: Commitment to participate constructively in all compliance monitoring activities in the undertaking

- The Department agreed and accepted General Carrying compliant by entering into the undertaking compliance monitoring plan date accepted 13 May 2016.

ET (e) pp10 – 11) (ii) Engage independent consultants to undertake project activities

- The Department agreed and accepted Adam Payne, Safety Improvement Professionals (SIP) as a suitable independent consultant as project manager - letter of confirmation supplied 02 July 2015
ET (e) (ii) (A) Review regulator and Industry databases on mobile plant and pedestrian incidents

- The Department supplied SIP Safety information 25/9/2015, review complete 23/12/16.

- Information supplied by the Department to enabled SIP to focus energy and research in its field observations, concentrating on exclusion zone breaches around loading/unloading activities

ET (ii) (B) Publish open letter in transport industry journal seeking information

- One full page advertisement in diesel magazine September - October 2015 edition evidence supplied and accepted by the Department on 23 September 2015.
(Evidence illustration 1(below) magazine distribution numbers attached to report)

**GENERAL CARRYING SEEKING INFORMATION**

**Mobile Plant v Pedestrian/Driver Interactions**

An incident involving a tele-handler and a delivery driver in the course of their duties has prompted General Carrying and the NSW Department of Industry, Mines Safety to seek information on mobile plant and pedestrian incidents. Information sought will pay particular attention to interactions between transport companies, open cut and underground mine deliveries.

**DETAILS**

On 7 December 2011, General Carrying were the contracted transportation company engaged to deliver steel mesh sheeting to Donaldson Coal Pty Ltd, Tasman Underground Mine, located near Newcastle, NSW Australia. The steel mesh being delivered is used as part of the roof and rib support system for underground mining. During the unloading of the steel mesh sheeting, an employee was seriously injured. Investigations found that a number of warnings occurred which could have prevented the incident and injury.

**INCIDENT INFORMATION**

- **Date:** 7 December 2011.
- **Event:** Person crushed between tele-handler/forklift and delivery truck.
- **Location:** Tasman Underground Coal Mine, Newcastle, NSW Australia.

A delivery truck driver received serious spiral and pelvic fractures when he was crushed by steel mesh being unloaded from his truck by a tele-handler/forklift.

**INCIDENT AT A GLANCE**

- A tele-handler was being used to unload roof mesh from a delivery truck.
- The attempted load was at the limit/over limit of the tele-handers capacity.
- Near completion of unloading the delivery driver ended up in the danger zone between truck and telehandler.
- The telehandler came back towards the truck and the load slid forward off the lines and crushed the driver against the truck.

Safety professionals are asked to forward their incident and near miss statistics involving plant and pedestrian to acamdis@sipsafety.com.au

General Carrying and SIP Safety, have set up an online survey tool to acquire information on mobile plant and pedestrian incidents and interactions. All companies are encouraged to get as many employees and safety professionals to participate as possible.

Information is being sourced to improve and build a robust safe work method for delivery drivers and forklift/warehouse and Mine workers.

**ONLINE SURVEY:**

https://www.surveymonkey.com/r/5IPSAFETY

Illustration 1: Open letter published diesel magazine October 2015
ET (ii) (C) Establish online survey tool

- Online survey created and distributed through Survey Monkey. Link to survey included in open letter published in diesel magazine September - October 2015 edition and included in letter to industry stakeholders (Illustration 2(below)) formal letter attached to report.

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**ACCIDENT AND INCIDENT CASE STUDY**

**Plant vs Pedestrian**

Dear Managers,

An incident resulting in a serious injury involving a truck driver and delivery driver in December 2011, has resulted in a joint safety study to be carried out by General Carrying, SIP (Safety Improvement Professionals) as part of a WHS undertaking with the NSW Department of Industry, Mine Safety. The study will be targeted at Mobile Plant and Pedestrian Incidents and near miss events. Information being sought will pay particular attention to interactions between truck and delivery drivers, forklift drivers and operators.

Managers are asked for assistance and cooperation in gathering the following;

1. Copies of their company’s incident and near miss data for the last 5 years involving Plant vs Pedestrian, to be sent to adam@sipsafety.com.au
2. Copies of procedures or SWMS for loading and unloading trucks and;
3. As many Warehouse staff, Truck Drivers and Forklift drivers as possible to participate in a survey/study. Surveys can be delivered and collected from site or alternatively by following the link [https://www.surveymonkey.com/j/SIPSAFETY](https://www.surveymonkey.com/j/SIPSAFETY)

All information collected will be kept strictly confidential, with only the data being recorded and/or published. All safety improvements and incident data collected will be shared and published industry wide.

Yours Sincerely

Adam Payne

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Manager/ Lead Consultant
Safety Improvement Professionals
Ph: 0425 906 535
Email: adam@sipsafety.com.au
Web: www.sipsafety.com.au

Illustration 2: Open letter as sent mines and major retailers seeking participation
ET (ii) (D) Identify top areas of safety concern

- The final question in online survey asked for an open answer to the following question. In your own words what is your biggest area or safety concern in your workplace? Out of 159 responses; 88 related to traffic management, pedestrians, loading areas or being struck by moving plant.

ET (ii) (E) Develop an evaluation tool using top key areas

- A driver and forklift loader Safety booklet (designed on principles of the TAKE 5 books used in the mining industry) has been developed for drivers, loaders and warehouse staff to assist with evaluating risks when loading or unloading trucks. This booklet has been designed on a STOP - GO process for a simplistic approach on whether to proceed with the job or call a supervisor. (illustrations 3, 4, 5, 6, 7, 8, 9 & 10 (below) Booklet attached to report)
Think about how you will perform your task safely!

Stop  Imagine  Proceed

We care for each other, our business, our community and our environment.

GENERAL CARRYING

Illustration 3: SIP Safety booklet front page
Critical Risks

- Can my work affect my safety or the safety of others around me?
- Am I outside the danger zone?
- Am I trained for the task I am about to do?
- Can I fall from height?
- Is there a designated area clear of danger zone?

Traffic Management

- Am I safe from other vehicle or plant movements?
- Is there a signed and designated loading area?
- Are the speed of vehicles in the loading area too fast?

Manual handling

- Am I using the correct lifting technique?
- Is there a mechanical aid to do the lift for me?
- Is the weight too heavy or is the shape to awkward?

House Keeping

- Is my work area clear, tidy and safe?
- Are there any obstacles? Can anything fall on me?
- Is signage adequate, clear and easy to understand?

Report all hazards to your supervisor Immediately!
A Hazard Is something that has the potential to cause harm or have adverse health effects on you or another person.

Illustration 4: page 2 SIP Safety Booklet
## STOP IMAGINE PROCEED

<table>
<thead>
<tr>
<th>NAME</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task</td>
<td>Location:</td>
</tr>
<tr>
<td>Position of safety</td>
<td></td>
</tr>
</tbody>
</table>

### STOP - Engage your mind - look at the task

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you delivered to this site previously</td>
<td></td>
<td></td>
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<tr>
<td>Are you trained in their loading/unloading procedure</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there a designated area well clear of LUEZ danger Zone</td>
<td></td>
<td></td>
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</tbody>
</table>

### Imagine - Picture the task identify all hazards

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Am I fit for duty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there a procedure or risk assessment available</td>
<td></td>
<td></td>
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<tr>
<td>Am I competent? Do I have the correct training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do I have a safe place to stand/sit whilst loading</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can I slip, trip or fall</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there any manual handling tasks</td>
<td></td>
<td></td>
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<tr>
<td>Can I be injured caught in or between anything</td>
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<tr>
<td>Look up, Am I working near overhead services</td>
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<td></td>
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<tr>
<td>Will I need to answer a mobile phone</td>
<td></td>
<td></td>
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<tr>
<td>Am I working outside normal hours</td>
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<tr>
<td>Is there sufficient lighting to perform the task safely</td>
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</table>

If you have checked a red box above you must complete reverse side of this page to show how hazards will be addressed

### Plant and People interactions

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>N/A</th>
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</thead>
<tbody>
<tr>
<td>Have “no go” zones been discussed and clearly identified</td>
<td></td>
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<tr>
<td>Can I come into contact with a plant or suspended load</td>
<td></td>
<td></td>
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<tr>
<td>Do I need a spotter</td>
<td></td>
<td></td>
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<tr>
<td>Is the loading zone delineated from regular traffic</td>
<td></td>
<td></td>
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<tr>
<td>Are all operators licenced and competent</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Illustration 5: page 3 SIP Safety Booklet
<table>
<thead>
<tr>
<th>Hazard No.</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12</th>
<th>13</th>
</tr>
</thead>
<tbody>
<tr>
<td>How are you going to control the risk identified?</td>
<td></td>
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<tr>
<td>SIF to Continue? (Y/N)</td>
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</tr>
</tbody>
</table>

Illustration 6: page 4 SIP Safety Booklet
Illustration 7: last 25 pages SIP Safety Booklet
<table>
<thead>
<tr>
<th>Description of the near Miss/Hazard/Commendable Activity:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has the Person been praised for the commendable action?</td>
</tr>
<tr>
<td>Was the action adequate to close out the issue?</td>
</tr>
<tr>
<td>If “No” what action is to be taken?</td>
</tr>
<tr>
<td>Did the action contravene a Safety rule?</td>
</tr>
<tr>
<td>Has feedback been approved?</td>
</tr>
<tr>
<td>Does an ESWMS or Environmental control need to be updated?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project Director Comments:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed out</td>
</tr>
</tbody>
</table>

Project Director: 
Signature: Date:

Illustration 8: reverse side last 25 pages SIP Safety Booklet
Illustration 9: inside rear page Safety Booklet
• Import / Export – Sea / Air
• Container Cartage
• National Warehousing
• National Transport and Distribution
  Head Office

Phone: (02) 4636 9550
PO Box 200, Cobbitty NSW 2570

Illustration 10: rear page SIP Safety Booklet
ET (ii) (F) Assess results and develop baseline of data

- Survey results collected and evidence used to develop driver booklets, warehouse safety reports and weekly tool boxes.

ET (ii) (H) Provide the Department with written report

- General Carrying undertaking final report written and supplied by Safety Improvement Professionals.

ET (ii) (L) Provide feedback to participants

- As published in Diesel magazine March - April addition and accepted by the Department on 12 April 2016 (illustration 12 & 13(below) including distribution numbers and copy attached to the report).
Illustration 12: Publication Diesel Magazine April 2016
Key facts

Established: 2001
Frequency: 12 monthly
Circulation: 13,780
Pass on reader rate: 3.4 per copy
Total readers: 46,852
Online resource: www.dieselnews.com.au

Our History
Diesel magazine was launched in 2001 and www.dieselnews.com.au in 2011. Both are written by industry specialists who truly understand and respect the needs of the products and processes acquired to run a successful transport business in tough economic and legislative times.

Our aims have always been to produce a publication that provides our readers and advertisers with the highest possible level of service, coupled with an unmarked standard of reporting. In that quality publication with impartial presentation and a depth of market penetration that serves the sector unbroken.

Editorial Philosophy
We strive to achieve a strong and honest reporting at all times, based on the experiences and professionalism of our editorial staff and contributors. What we do is to cover every aspect of the trucking industry. Whether it be through our dedicated news pages, estimated features articles, special reports or our specialist sections that cover the people who are responsible for the products.

Readership and distribution
Our readers – those who guide and participate in the industry – are an immensely diverse group who are often hard to find and ever harder to maintain when it comes to their reading matter. We are constantly working at improving what we believe is the best distribution mix of any in this sector.

As we all know decisions are made from the ground up, about not only the truck of choice but the trailer, the engine, the transmission or the transport task, this very complex is being met in corporate structures of national fleet operators and major equipment suppliers, to family owned companies who have from one to one hundred trucks, right through to operational managers, finance controllers and providers, the mechanics, dispatchers and drivers who keep trucks and freight on the move. There is sufficient information in every issue to cover their requirements.

Produced last six times per year to highlight the most critical events in the trucking industry, our rapidly increasing subscription list is coupled with distribution directed via a select group of newagents,中存在的 dealer networks and see more than 18,700 copies of Diesel distributed every issue.

Illustration 13: Publication Diesel Magazine April 2016
ET (ii) (J) Communicate progress and outcomes to mining and transport industries

- AS published in Diesel magazine March - April 2016 edition and accepted by the Department on 12 April 2016 (Copy attached to report).
- Participation and presentation to the Donaldson Coal undertaking Consultative Committee Meeting on 11 April 2016.

ET (ii) (J) Timeframe 66 weeks from start of project work

- Report including expenditure spread sheet supplied to the Department within designated time frame

ET (e) (iii) p11 Program for supervisors

- Supervisors have been coached and assisted in development of;
  1. Monthly Tool Box meetings with a strong safety agenda including action items and close out dates;
  2. SIP Safety booklets for assessing risks and reporting hazards in the workplace;
  3. Weekly site inspections (evidence attached) and reporting protocols;
  4. The use of site notice boards to assist workers to identify dangers in the workplace;
  5. Regular checks of plant prestart and service books

ET (e) (iv) p11 Work with selected large retailers to improve loading/ loading

- Several large retailers were approached including long term clients associated with General Carrying, unfortunately due to competition and suspicion around safety observations SIP Safety and General Carrying were unable to obtain official assistance.
- Other projects conducted by SIP Safety allowed consultants to observe and take notes in an unofficial capacity from across NSW retail/construction and WA open cut mines and construction sites
ET (e) (v) p11 Publish 2 page article in industry publication with lessons learned

- As published in Diesel Magazine March – April edition including chief editor’s mention and direction to mentioned article in opening editors’ review. Illustrations 12 and 13 addressed in ET (ii) (L) Provide feedback to participants

ET (e) (vi) p11 -13 Two new Volvo prime mover trucks- improved ergonomics, safety system and standards for drivers and road users

- General Carrying at time of this report had purchased two trucks (invoices attached to undertaking monetary spread sheet) General carrying are committed to updating their fleet further with further orders placed with an expected delivery in November 2016.

ET (e) (vii) p13 Four new trailers improved ergonomics, manual handling repetitive strain injuries, fall from heights and overall safety

- General Carrying at time of this report have seven trailers in service and are committed to updating their fleet in the future with budget commitments to purchase a minimum of two new trailers each year (ongoing commitment beyond this undertaking)

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ET (e) (ix) p13 Upgrade truck and trailer fleet with improved safety features or better as technology changes

- General Carrying DRAFT future policy statement is dedicated to remaining up to date across all technology changes as they come available to the Australian market. General Carrying is committed in obtaining the safest, fuel efficient and end user friendly fleet available to remain competitive in today’s technology driven transport industry.

ET (i) Expend $110,000 excluding items (vi) and (vii)

- Attached expenditure spread sheet identifies monies allocated and spent for safety improvements and research exceed the $110,000 commitment entered into from General Carrying.

ET (ii) A commitment regarding linking the promotion of benefits to the WHS undertaking

- General Carrying are striving to achieve a Zero harm policy as outlined in their safety commitment policy with the following.

  General Carrying have entered into a service agreement with SIP Safety covering:

  o Monthly, Quarterly and yearly inspections

  o Update, review and rewrite of General Carrying Safety Management Systems to ensure alignment with the Work Health and Safety Act 2011 (NSW) (WHS Act) and regulations, codes of practice and guidance notes.

  o The development of driver safety booklets will be shared with all clients and submitted with tender documents to help drive awareness throughout the transport industry

Written and prepared on behalf of General Carrying Pty Ltd

Adam Payne

Safety Improvement Professionals