

# General Carrying

03 July 2016 Enforceable Undertaking Final Report

## General Carrying Compliance Monitoring Plan

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## 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 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 his duties has prompted General Carrying and the NSW Department of Industry, Mine Safety to seek information on mobile plant and pedestrian incidents. Information being 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 spinal 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-handlers 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 tines and crushed the driver against the truck.


Safety professionals are asked to forward their incident and near miss statistics involving plant and pedestrian to [adam@sipsafety.com.au](mailto:adam@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.

All outcomes and findings will be shared industry wide and published so all companies can benefit.

**ONLINE SURVEY:**  
<https://www.surveymonkey.com/r/SIPSAFETY>



**[www.sipsafety.com.au](http://www.sipsafety.com.au)**

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 diesel magazine September - October 2015 edition and included in letter to industry stakeholders (illustration 2(below) formal letter attached to report)



The screenshot shows a formal letter from SIP (Safety Improvement Professionals) to managers. The letter is titled "ACCIDENT AND INCIDENT CASE STUDY" and "Plant vs Pedestrian". It discusses a serious injury incident from December 2011 and requests assistance in gathering data for a joint safety study. The letter includes a list of three requests: 1. Copies of incident and near miss data for the last 5 years involving Plant v Pedestrian, to be sent to [adam@sipsafety.com.au](mailto:adam@sipsafety.com.au); 2. Copies of procedures or SWMS for loading and unloading trucks; 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/r/SIPSAFETY>. The letter concludes with a confidentiality statement and contact information for Adam Payne, Manager/Lead Consultant at SIP.

**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)

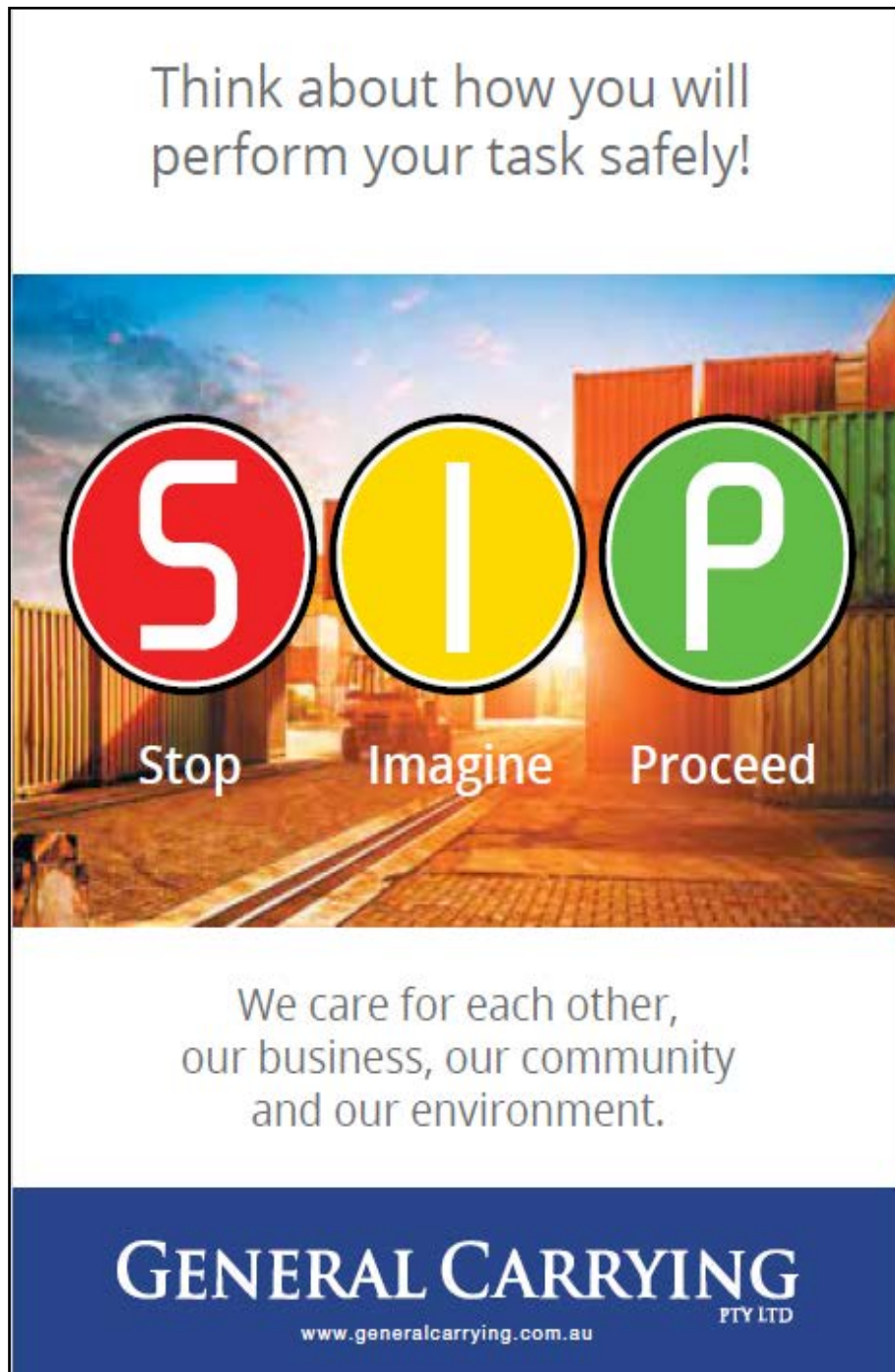


Illustration 3: SIP Safety booklet front page



### 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 too 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.**

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[www.generalcarrying.com.au](http://www.generalcarrying.com.au)

Illustration 4: page 2 SIP Safety Booklet

## STOP IMAGINE PROCEED

<b>NAME</b>	<b>Date:</b>
Task	Location:
Position of safety	

<b>STOP- Engage your mind- look at the task</b>	YES	NO	N/A
Have you delivered to this site previously			
Are you trained in their loading/unloading procedure			
Is there a designated area well clear of LUEZ danger Zone			

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

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

<b>Plant and People interactions</b>	YES	NO	N/A
Have "no go" zones been discussed and clearly identified			
Can I come into contact with a plant or suspended load			
Do I need a spotter			
Is the loading zone delineated from regular traffic			
Are all operators licenced and competent			

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GC-SM-SIP 0001 version 1

Illustration 5: page 3 SIP Safety Booklet

Hazard No.	How are you going to control the risk identified?	Safe to Continue? (Y/N)
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
<b>Advise your Supervisor</b>		

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Illustration 6: page 4 SIP Safety Booklet

## "NO HARM" HAZARD REPORT

Identify the "No Harm Hazard" by Ticking the Box.		
Near Miss <input type="checkbox"/>	Hazard <input type="checkbox"/>	Commendable <input type="checkbox"/>

Name:		Date:
Signature:	Location:	
Job Description:	Risk Score: <small>(Near Miss or Hazard only)</small>	

Description of the near Miss/Hazard/Commendable Activity:


Actions taken by you:


Is further action required	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes complete over the page
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Once you have completed the "No Harm Activity Report" return it to the Supervisor

Supervisor:	
Signature:	Date:

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Illustration 7: last 25 pages SIP Safety Booklet

If you ticked a red box on the front page, clearly address how the hazard will be controlled:	
What Corrective Action was taken:	
Supervisor:	
Signature:	Date:
Description of the near Miss/Hazard/Commendable Activity:	
Has the Person been praised for the commendable action?    Yes <input type="checkbox"/> No <input type="checkbox"/>	
Was the action adequate to close out the issue?    Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
If "No" what action is to be taken?	
Did the action contravene a Safety rule?    Yes <input type="checkbox"/> No <input type="checkbox"/>	
Has feedback been approved?    Yes <input type="checkbox"/> No <input type="checkbox"/>	
Does an ESWMS or Environmental control need to be updated?    Yes <input type="checkbox"/> No <input type="checkbox"/>	
Project Director Comments:	
Closed out	
Yes <input type="checkbox"/>	No <input type="checkbox"/>
Project Director:	
Signature:	Date:

Illustration 8: reverse side last 25 pages SIP Safety Booklet

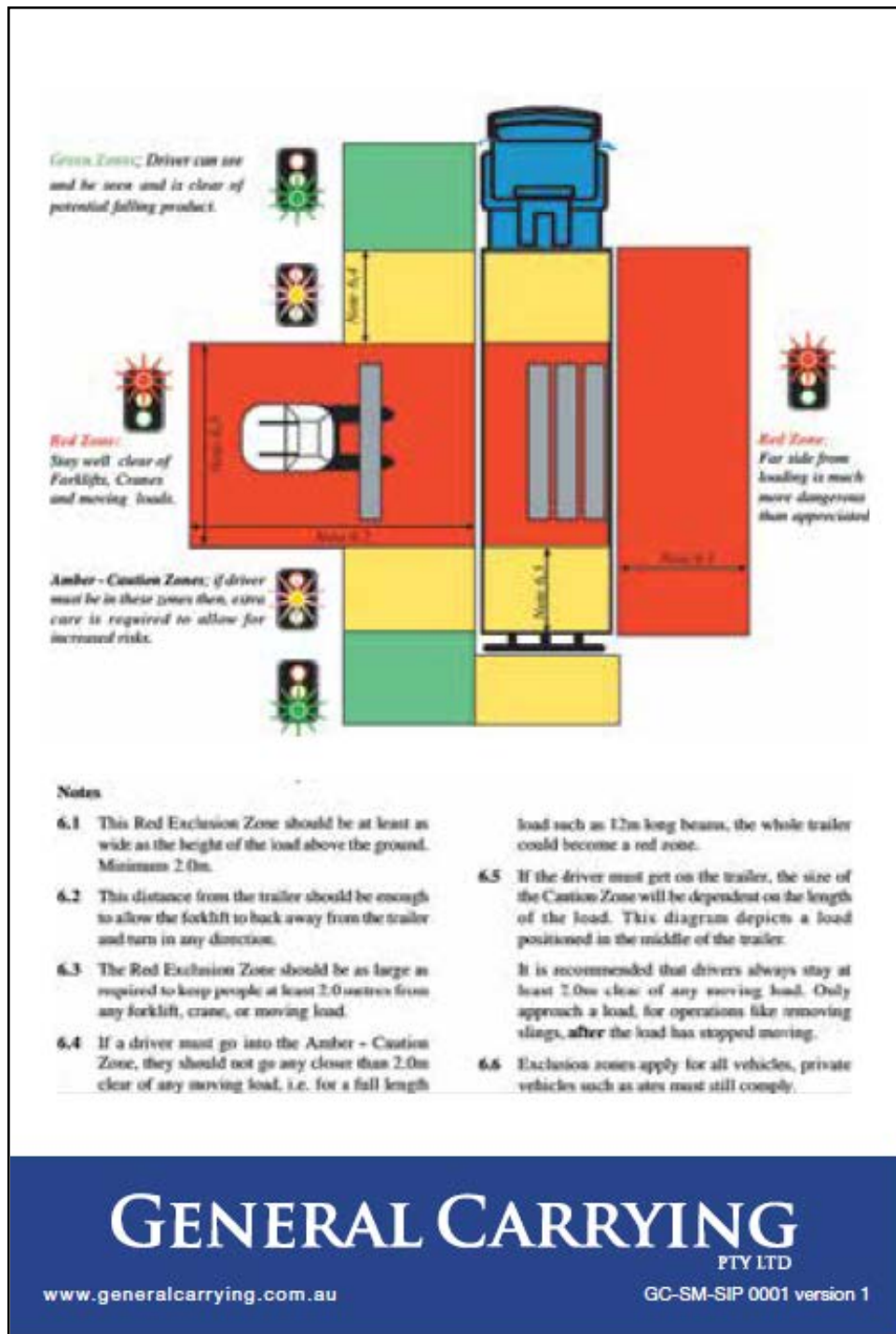


Illustration 9: inside rear page Safety Booklet

- Import / Export – Sea / Air
  - Container Cartage
  - National Warehousing
- National Transport and Distribution  
Head Office



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

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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).



# STALKED BY A KILLER

## Interactions between vehicles, workers and pedestrians

An incident involving a telehandler and the subsequent serious injury to a delivery driver in the course of his duties triggered a detailed study and observation of human behaviours when working alongside mobile plant and trucks during loading and unloading activities.

**INCIDENT THAT INITIATED STUDY:**

Date: 7 December 2011  
 Event: Delivery driver crushed by three-tonne load between telehandler/forklift  
 Location: Tasman Underground Coal Mine, Newcastle, NSW Australia

SIP Safety (Safety Improvement Professionals) were engaged in June 2015 by General Carrying PTY LTD to act as an independent safety advisor to evaluate, identify and report their top safety concerns whilst loading and unloading activities are being performed.

In September 2015, SIP Safety and General Carrying PTY LTD designed, distributed and ran a full page advertisement in Diesel magazine seeking information and assistance from the industry.

- Information and assistance requested:
- The participation of workers in a detailed online survey;
  - Access to site to observe loading/unloading activities and behaviours;
  - Injury and incident statistics; and
  - Any procedures, SWMS or Safety assessment tools utilised by their company.

Due to a limited budget, resources and reluctance from the industry to become involved in the study, 243 surveys were submitted for final analysis. Data collected closely reflected the results published by other organisations and government departments.

**STATISTICS**

An alarming raw statistic from the Safety Improvement Professionals online survey indicated that 35.83 per cent of workers reported having been injured in the course of their duties – i.e. injuries resulting in time off work over the lifetime of their careers. Females fared slightly better at 31.58 per cent than males 37.19 per cent.

After a thorough, detailed breakdown analysis of survey data, results indicated that the average industry experience of individuals surveyed was 10.9 years, with a lost time injury rate of 3.1 per cent per year. This data was significantly better when compared to Safe Work

Australia's 'Australian Work Related Injury by Sex and Age 2009-2010' report, which states that in the year 2009-10, 638,400 workers reported they had incurred a work-related injury in the previous 12 months. This industry data equates to an incidence rate of injury of 57.9 per 1000 workers or 5.79 per cent of workers.

Question 24 of the survey asked: "In your own words, what is your biggest area or safety concern in your workplace?" This question had an open answer dialogue box. 56 per cent of survey respondents and 90% per cent of workers questioned in the field reported Traffic Management, particularly the interactions between truck, plant and pedestrian as their biggest concern.

With the above responses in mind and an awareness of the original incident, 12 infield studies of other industry and similar industry uncontrolled delivery areas (areas such as Construction and Mine Lay Down areas) were conducted. Observations recorded that both the mining and transport industries' most common form of protection is based loosely around the LUEZ principle (Loading, Unloading Exclusion Zone, see illustration B), with mine sites adding and utilising personal risk assessment tools (Take 5, Star Cards etc.) JHAAs and JSAs.

**OBSERVATIONS**

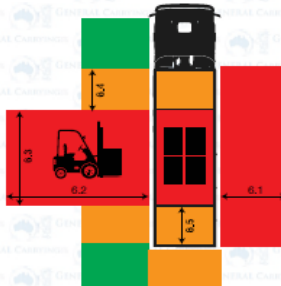
SIP observations highlighted a consistent safety concern with delivery drivers and forklift operators becoming increasingly complacent during loading when judged against the LUEZ. This complacency significantly increased depending on the duration and time to load/unload and the two parties becoming increasingly familiar with each other's operating practices and operating behaviours as listed below.

- delivery driver increasingly enters LUEZ to tie/untie lashings, straps, gates and curtains;
- fork lift operators failed to stop work when LUEZ was breached;
- truck drivers holding the responsibility to ensure that each portion of the load is loaded correctly and fastened before driving or entering traffic.

**FINDINGS**

The LUEZ principle, when applied in uncontrolled environments with no barricading, slowly becomes ineffective due mainly to human behaviours. Before loading/unloading begins, the following should occur:

**LUEZ principle - Loading, Unloading Exclusion Zone (Illustration B.)**



- Green Zones:** Driver can see and be seen and is clear of potential falling product.
- Amber- Caution Zones:** If driver must be in these zones, extra care is required to allow for increased risks.
- Red Zones:** Stay well clear of Forklifts, Cranes and moving loads. Far side from loading is much more dangerous than approaching.

- 6.4 This Red Exclusion Zone should be at least as wide as the height of the load above the ground. Minimum 2.0m.
- 6.2 This distance from the trailer should be enough to allow the forklift to back away from the trailer and turn in any direction.
- 6.3 This Red Exclusion Zone should be as large as required to keep people at least 2.0 metres from any forklift, crane, or moving load.
- 6.4 If a driver must go into the Amber + Caution Zone, they should not go any closer than 2.0m clear of any moving load, i.e. for a full length load such as 10m long beams, the whole trailer could become a red zone.
- 6.5 If the driver must get on the trailer, the edge of the Caution Zone will be dependant on the length of the load. This diagram depicts a load positioned in the middle of the trailer. It is recommended that others always stay at least 2.0m clear of any moving load, for operators like removing slings, after the load has stopped moving.
- 6.6 Exclusion zones apply for all vehicles, private vehicles such as utvs must still comply.

- a personal and/or group risk assessment (depending on level of risk), clearly stating where the delivery driver must stand/sit;
- an agreement between loader and delivery driver relating to driver manifests;
- agreed positive communication protocols before starting the loading/unloading;
- an agreement clearly stating that all activities will cease immediately if the loader operator loses sight of the driver, pedestrian traffic approaches or enters the area.

**GENERAL CARRYING PTY LTD ACTIONS**

- A designated driver waiting area will be set up and trialled at General Carrying's Smeatons Grange depot. This concept will be expanded out to all General Carrying PTY LTD depots depending on results and feedback from workers and supervisors.
- Improved traffic management will be rolled out across all General Carrying PTY LTD sites, including traffic mirrors for identified doorways/ blind corners and increased signage.
- Regular toolbox meetings highlighting worker safety concerns and progress of previous meeting safety concerns.
- Increased training aimed at forklift drivers to cease work immediately if a pedestrian encroaches on the exclusion zone, or anytime he/she is unsure where the delivery driver is located.
- Monthly toolbox meetings with a focus toward safety improvements, with dedicated action targets agreed to by senior management

General Carrying PTY LTD and SIP Safety have designed and produced a personal risk assessment booklet/ tool that authorises drivers to stop and plan the job before beginning to load or unload at any uncontrolled or unfamiliar work sites.

The booklet highlights obvious warning signs which should trigger and advise the loader driver to cease work and de-escalate a hazard before placing themselves or the loader driver in danger. The personal risk assessment booklet also contains hazard cards. Hazard cards are a safety tool that can be filled in by a delivery and/or forklift driver at any time.

These reports will be collected daily at General Carrying depots. Information deemed high priority will be addressed immediately by supervisors and management so corrective actions can be implemented immediately.

- Training and information package roll outs on hazard reporting and improved site inductions for new employees and visitors.



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Illustration 12: Publication Diesel Magazine April 2016

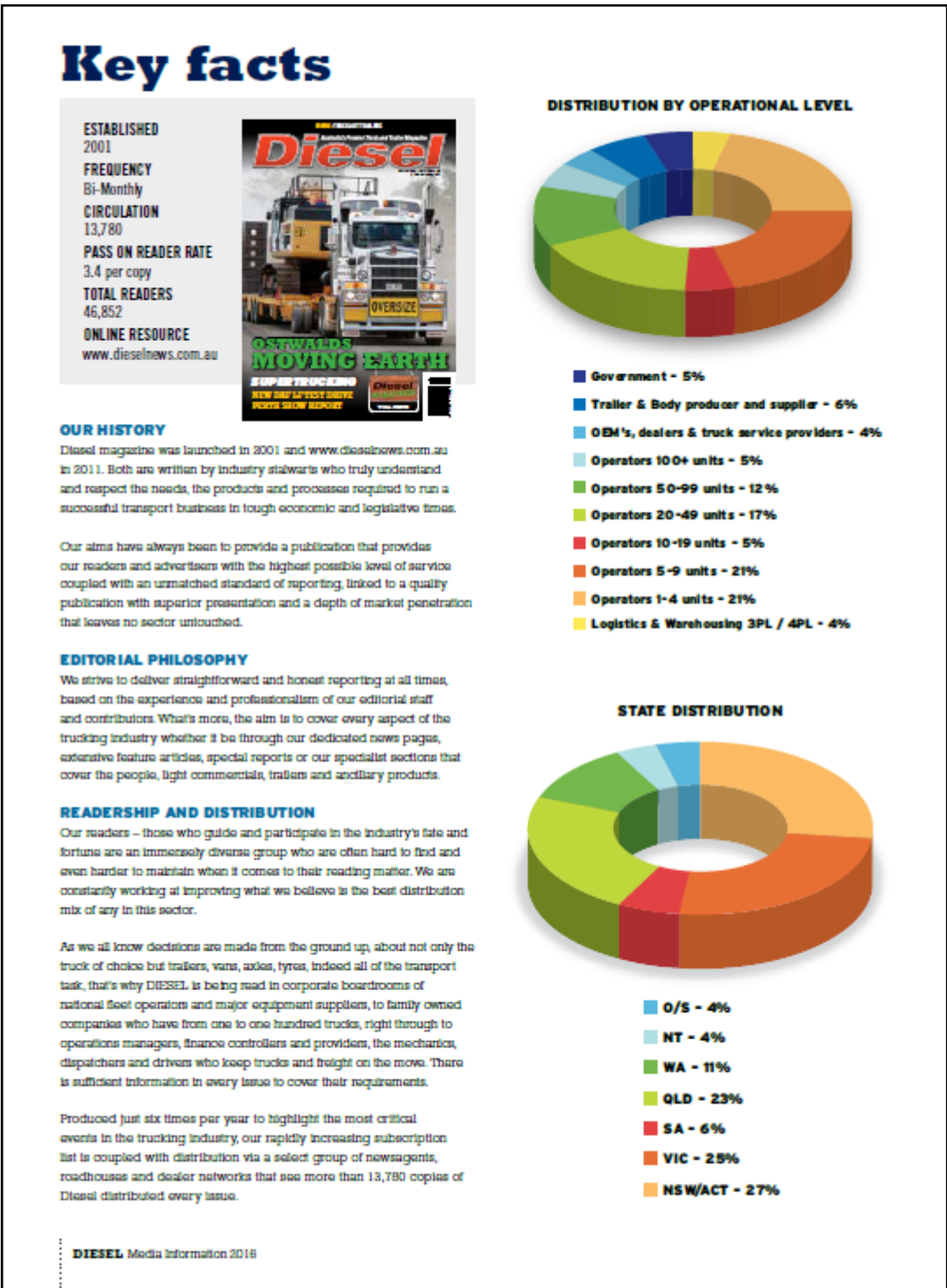


Illustration 13: Publication Diesel Magazine April 2016

**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 work place;
  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)

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

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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:

- Monthly, Quarterly and yearly inspections
- 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.
- 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**