



1. Introduction

1.1 *Purpose*

To ensure truck loading and unloading operations are conducted safely at Saferoads to eliminate the potential for injuries, particularly as a result of vehicle and human interaction.

1.2 *Scope*

This procedure applies to all Saferoads employees, plant and equipment operators and other personnel involved in the loading and unloading operations of all trucks and trailers on Saferoads sites, irrespective of the nature of the goods.

1.3 *References*

- a) Loading, Unloading Exclusion Zones Guidelines (LUEZ) V1 November 2010. Safety Assist; and
- b) Load Restraint Guide2018, National Transport Commission Australia;

2. Responsibilities

OH&S responsibilities are outlined in Saferoads Safety Policy. The following are specific responsibilities relating to truck loading and unloading operations.

2.1 *Supervisor / person in charge*

It is the responsibility of the Supervisor or person in charge to:

- a) ensure appropriate consultation with the truck driver;
- b) ensure that a member of their team (e.g. the dogman or forklift operator) is responsible for confirming with the truck driver:
 - the location of the safe zone;
 - when cargo operations have been completed; and
 - when it is safe to move from the safe zone

2.2 *Employees*

Employee's responsibilities include:

- a) in regards to reversing trucks, check that a spotter is in place if required and where required, actively be a spotter;
- b) ensure that the driver is in the dedicated area when loading and unloading occurs; and
- c) cease work if any personnel move into the exclusion zone.

2.3 *Truck Operators*

Truck Operator responsibilities include:

- a) all truck operators to comply with this procedure;
- b) truck operator are never allowed in the red zone when a forklift is operating;
- c) to ensure a spotter is in place as set out in this SOP (if required);
- d) to ensure that any specific loading requirements are passed on to the supervisor or the forklift operator;
- e) to follow mandatory PPE requirements including wearing gloves when undertaking manual handling tasks including securing the load;
- f) to report any hazards or incidents to a Saferoads supervisor;
- g) to comply with directions from Saferoads employees in regards to this procedure; and
- h) ensure loads are appropriately restrained when entering and exiting Saferoads.



3. Definitions

- Chain of Responsibility: is a concept used in Australian transport legislation that places legal obligations on parties involved in the transport supply chain.
- Load Restraint: Load restraint includes lashing / unlashings, tie down, locking / unlocking for the purposes of ensuring a load is secured to the truck to meet the performance standards in the load restraint guide or unsecured in preparation for removal.
- Safe Zone: is an area free of interaction between equipment / machinery and people. The safe zone will usually be identified by green for example green safety cones.
- Spotter: A person acknowledged by the equipment or vehicle operator to provide assistance for maneuvering and in particular reversing the equipment or vehicle.
- Work Zone: Also called the exclusion zone, is an area where operational tasks occur e.g. crane / forklift operations for truck unloading / loading. Only operationally critical personnel can enter the work zone, as approved by the Supervisor.

4. PPE and Safety Equipment

PPE requirements are mandatory for all Saferoads employees and sub-contractors / drivers:

- a) All Saferoads employees are required to follow mandatory PPE requirements;
- b) All Saferoads employees and truck operators involved in the loading and unloading process must wear appropriate gloves, unless they are operating equipment e.g. crane, truck or forklift;
- c) Stairs or platforms are to be used to access truck trailer decks when rigging / unrigging loads. Saferoads employees are not to access trailer decks (with the exclusion of loading / unloading T-Lok Barriers – refer SOP SHESOP0013 – Loading and Unloading T-Loks and the associated SWMS which outlines correct operator positioning during the operation); and
- d) Appropriate equipment such as traffic cones, barriers and / or bollards, are to be used to mark the exclusion zone around the work area and safe zones. For example, red/orange traffic cones for work / exclusion zones and green traffic cones for safe zones such as PPE free zones.

5. Stop Work Authority and Incident Reporting

All Saferoads employees have the right to stop the job if they believe there is an unsafe situation, condition or that an unsafe act is being performed.

Except when there is an immediate risk of injury or harm, the stop work should be coordinated through the supervisor or manager. A Stop Work Order will only be lifted by the person in charge of the work following an appropriate review and implementation of any remedial action necessary to undertake and complete the work safely.

If you identify a hazard:

- a) if possible remove or eliminate the hazard;
- b) make the work area safe e.g. barricades, tag out;
- c) alert your colleagues;
- d) report it to your supervisor immediately, (communication here is vital);
- e) that is not able to be resolved and you are still exposed to an unsafe situation then cease work (a Stop Work Authority is activated) until the matter is resolved; and
- f) report the hazard by filling out an Incident Report.

If there is an incident resulting in injury, damage or a near miss the job should be stopped and the incident reported to the supervisor. The supervisor should then advise a management representative immediately. Priority must be given to any injured personnel and rectifying or isolating any hazard resulting from the incident to ensure others are not put in any danger. Where it is safe, employees and truck drivers must remain at the location of the incident, until authorisation to leave is given by a Saferoads Manager.



Note: Serious incidents may require the authorities to conduct an investigation. In this case the site will need to be left in the same condition as when the incident occurred until they attend the site. This requirement is not to restrict or impede any rescue efforts or environmental pollution controls.

6. Chain or Responsibility

The Heavy Vehicle National Law has specific chain of responsibility provisions that relate to packing, loading and load restraint requirements relevant to the entire transport supply chain (equivalent provisions apply in WA and NT).

Any person (including a corporation) who can control or influence transport activities, including packing, loading or restraining a load, must ensure, as far as is reasonably practicable, the safety of transport activities, including implementing safe systems and practices that remove risks and prevent any Heavy Vehicle National Law breaches.

As a minimum, reasonable actions include methods to identify, assess, control, monitor, review and remedy potentially unsafe situations or situations that could result in loading or load restraint breaches. Every person in the chain must satisfy themselves that the vehicle, load and driver are compliant and safe.

It is expected at Saferoads that all truck operators / drivers are responsible for ensuring their loads are appropriately restrained and compliant. For Saferoads employees, if you are unsure of a load restraint or identify a safety concern relating to a load restraint, stop the job and raise it with your supervisor immediately. The supervisor can then liaise with the truck operator.

7. Fitness for Work

Employees and contractors have responsibilities for carrying out their duties in such a way that health and safety is not compromised by fitness for work issues. These include the adverse effects of fatigue, medical conditions, stress and alcohol & other drugs.

Saferoads has an alcohol and other drugs policy and those testing positive to drugs or registering a breath alcohol concentration greater than 0.00% may have their employment terminated. As part of this Policy you may be required to participate in alcohol and other drug screening.

8. Establishing a LUEZ

Dependent on the nature of the task, the LUEZ will differ from site to site. When identifying the work zones, it is important to consider the following:

- a) Other pedestrians not related to the specific job;
- b) Driver safe zone;
- c) Employee safe zone;
- d) Effective system of communication; and
- e) Effective loading and unloading operations in progress warnings; e.g. spotter, barricades and signage.

8.1 *Key Considerations*

Separation of People and Equipment

- a) To avoid any injury, separation of people and equipment must be at the forefront on any effective LUEZ system;
- b) The greater the strength of separation the greater the control and the less likelihood of an incident occurring;
- c) The quality of the separation is a vital factor in determining strength of separation;
- d) A full risk assessment that identifies the hazards within the loading and /or unloading area; and
- e) Establish controls to mitigate (using hierarchy of control) the hazards identified.

8.2 *Authority – Loading / Unloading*

- a) Who should be in control?
- b) Who is best positioned to have control?
- c) How is the authority delegated/given?
- d) Is the person able to assume responsibility of authority?
- e) Ability to resolve loading/unloading issues.

8.3 Line of Sight

- a) To know how many persons may be in the area of loading / unloading;
- b) To be aware to the location of the people at all times;
- c) Inquisitive nature of driver to be able to view and / or monitor loading / unloading process.

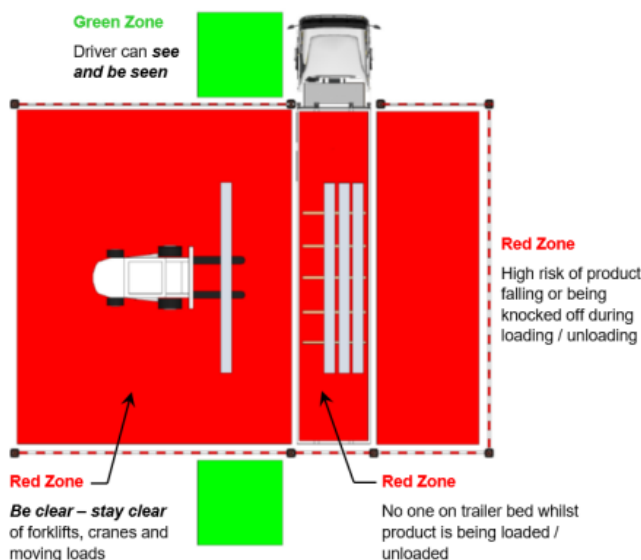
9. Loading / Unloading - Key Steps – Exclusion Zones

If anyone enters the **red zone** the loading / unloading operation must **STOP**

If the loader **cannot see all persons** involved, the loading / unloading operation must **STOP**.

There must be no more than **one operation** occurring in the **red zone** at any one time.

At Saferoads, 22 Commercial Drive, Pakenham, a dedicated driver area has been set up.



The driver is to remain in the dedicated driver area during the loading and unloading process.

At Road Safety Rental (Victoria and New South Wales), the driver must remain behind the T-Lok Barriers in the designated driver area, which has been sign posted.

On remote occasions, there may be a requirement for the forklift driver to engage a spotter to assist with the loading, or on occasion there may be forklift issues (break downs etc.) or a forklift driver under training. Prior to anyone entering the Red Zone area, all operations are to cease.

A "Take 5" is to be completed between the associated parties (including a senior site representative) and all aspects of the risk are to be discussed and a clear course or direction is to be established. The "Take 5" must be signed off. Any variation to the normal scope of the LUEZ protocols must be carried out in a safe and controlled condition / environment.



9.1 Exclusion Zone – Red Zone

Factors

Recommendations / Actions

Pre task – Risk Assessment: Conduct a pre task / work inspection of the operational area to ensure appropriate controls are in place. If adequate controls are not in place loading / unloading operations are not to proceed.



Area / Size:	Ensure size of zone can accommodate all activities associated with the loading / unloading operations, including: product characteristics and equipment in use. A LUEZ zone must be free of debris and clutter at all times.
Definition / Determination:	All activities associated with the loading / unloading must be contained within the delineated / identified area including all movements of equipment and/or product or combined i.e. turning circle, height, reversing etc.
Colours:	The colour “Red” is to be adopted as the standard colour representing the “no go zone” for personnel during loading / unloading equipment operation. Also, referred to as LUEZ (Loading, Unloading Exclusion Zone)
Permanent / Temporary:	If permanent, LUEZ should have pre-defined controls established which cannot easily be altered / amended. If temporary, LUEZ must retain all controls as per permanent LUEZ requirements and upon completion of loading / unloading activity can be removed.
Access / Exit:	The control / authority of the Exclusion zone rests with the loading / unloading operator at all times. Entry / exit from this area is only upon prior approval from the operator. Clear exclusion zone operating rules must be in place.
LUEZ Rules:	Clear rules need to be in place to govern the operation of the LUEZ area. The rules should include (but not limited to): <ul style="list-style-type: none">a) All personnel other than the loading / unloading operator must not be within the LUEZ area during the process of loading / unloading;b) Personnel must remain in the safety zone or removed to another area by prior agreement with the loading / unloading operator from the LUEZ area i.e. lunch room, office etc.;c) Personnel must not enter the LUEZ area without the prior authorization of the loading / unloading operator;d) Upon approval and prior to entry / exit of personnel to the LUEZ zone, product / loads must be situated at a level / spacing/distance that cannot make contact with person/s;e) Upon approval but prior to entry / exiting of the LUEZ zone, product / load and machinery must be stationary; andf) No movement of machinery and people at the same time within the LUEZ zone.

9.2 Safety Zone – Green Zone

<i>Factors</i>	<i>Recommendations / Actions</i>
Definition:	A “Safety Zone” is an area free of interaction between equipment / machinery and people / personnel;
Colours:	The colour “Green” is to be adopted as the standard colour representing the “SAFE ZONE” for personnel during loading / unloading equipment operation;
Definition / Determination:	The most effective method to establish a SAFE ZONE is the use of physical barriers. These can include fences, cages, barriers, truck gates, barricades, bollards, tape, chains etc.;
Area / Size:	The size of a SAFE ZONE must be sufficient to accommodate maximum number of personnel which may be required to be in the operational area at any one time. A SAFE ZONE must be free of debris and clutter at all times;
Location:	The location of the SAFE ZONE must be positioned to enable the loading / unloading operator to maintain visual contact whilst operating loading / unloading equipment.



SOP - SHESOP028 – Loading and Unloading Exclusion Zone (LUEZ)

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ROAD SAFETY RENTAL

Weather:	An effective SAFE ZONE will address all prevailing weather conditions i.e. rain, wind, sun etc.
Fit for purpose:	To encourage greater compliance the SAFE ZONE needs to cater for the needs of the personnel using this zone. This may include seating, cover, wind protection, accessible, easily identifiable etc.
Eye contact:	Visual eye contact between persons in a SAFE ZONE and the loading / unloading operator must be maintained at all times. Prior approval must be obtained from the loading / unloading operator by any person/s intending to leave the SAFE ZONE. Should a person remove themselves from the SAFE ZONE without the permission of the loading / unloading operator, then the operation of loading / unloading is to cease immediately. Operation is not to resume until the person has returned to the SAFE ZONE (with the prior approval of the loading / unloading operator) or the location of the person is determined by loading / unloading operator.
Permanent / Temporary:	<p>A permanent SAFE ZONE should have pre-defined controls established which cannot easily be altered / amended. These will generally be established at a regular loading / unloading facility / locations.</p> <p>A temporary SAFE ZONE must retain all controls as per permanent SAFE ZONE requirements. In these cases, drivers are to establish with agreement of the loading / unloading operator this SAFE ZONE.</p> <p>This must be established prior to the commencement of any loading / unloading activity, and upon completion of loading / unloading activity is to be removed. This type of zone will generally be at irregular / adhoc loading / unloading locations.</p>

9.3 Communication

Factors

Recommendations / Actions

Control / Authority:	Control and authority of the loading / unloading operation must always reside with the loading / unloading operator. This authority must be clearly communicated to all personnel. This communication can be in the form of: signage, training material, safe operating procedures, site rules, inductions etc.
Operational Scope:	Prior to loading / unloading activities taking place, agreement in relation to how the load/product is to be loaded / unloaded must be established between operator and driver.
Literacy:	When establishing equipment / people separation any materials developed must take into consideration the literacy levels of the targeted audience. Pictures, photos, sketches are preferred in lieu word description. Combination of word and / or pictures may be appropriate.
Standard/s;	<p>Simple, effective communication rules are to be established prior to commencement of all loading / unloading activities i.e. hand signals which determine:</p> <ol style="list-style-type: none"> a) Clear / OK; b) Proceed (Forward or Reverse); c) Stop; d) Slow down; and e) Move toward a direction. <p>These rules can also be communicated verbally however, will depend on the operating conditions / environment.</p>
Training:	All personnel who may be exposed to LUEZ operations / activities must be trained and deemed competent prior to being exposed to the activity. Training material must ensure all aspects of LUEZ is incorporated / included.



Leadership:	Leadership must not rely on management staff alone. The loading / unloading operator must demonstrate through their actions complete leadership of the loading / unloading process at all times. Leadership incorporates safety observations and the promotion / encouragement of safety for all.
Monitoring:	For the system to be effective ongoing / regular and consistent monitoring standards must be in place to ensure process, procedures and standards are adhered to. Monitoring tools include: audits, safety walks & talks, hazard inspections etc.
Non-compliance:	Any non-compliance that arises during the loading / unloading activities must be reported and addressed. No loading / unloading activities are to continue whilst a breach / noncompliance is in place.
Feedback / Effectiveness:	For any system to be effective continuous improvement principles must be applied. Only through true and proper feedback can identified issues be addressed. Solutions can include, incident reporting, feedback form, hazard ID form, toolbox sessions etc.
Emergency Situation:	Should an emergency situation arise. All loading / unloading activities must cease immediately upon making safe the equipment and product / load. Emergency site procedures are to be followed.

9.4 Warning Devices

<i>Factors</i>	<i>Recommendations / Actions</i>
Definition:	A warning device is an indicator of an activity with an associated risk.
Type:	Warning devices can include: signage, cones, strobe lights, extendable gates / poles, alarms, horns, tape etc.
Size / Number:	Subject to the size of the LUEZ area in operation, warning devices need to be appropriate to the operational area and the activities being undertaken.
Weather / Hours of Operation:	Weather factors and time of day should be considered when determining effective warning devices. Some devices may be more or less effective subject to these factors.
Clarity / Effectiveness:	Devices need to be clear in their message and should inform of the potential risk.
Colours:	Warning devices marking areas of risk should be identified by the colour RED.

10. General Loading and Unloading Rules

The following are general loading and unloading procedures for trucks / vehicles.

General requirements:

- Never stand under the load;
- Be aware of pinch points and crush hazards during the loading and unloading process. Keep hands away from cargo and truck trailer during loading and unloading and avoid touching the load with your hands while it is moving or suspended;
- Truck drivers are not to walk into the work area during loading / unloading operations unless authorised by a Saferoads employee;
- Truck drivers must stay in the designated safe zone, until the load has been loaded or unloaded and / or the truck driver has been authorised to leave the safe zone by the Saferoads dogman or forklift operator;
- Truck drivers may choose to remain with their vehicles unless there is an operational requirement to do otherwise;
- If trucks are required to reverse, then a spotter is required; and
- Any loads or items removed from truck must be placed in a planned methodical way considering good housekeeping practices and well clear of LUEZ Zone.



10.1 T-Lok Loading

During the loading of T-Lok Barriers (both 5.4 and 3.6m), there will be an operator clutching on the lifting chains in preparation to move the barrier.

It is mandatory that the forklift does not engage, or move under any condition, until the operator, who has just clutched on is a minimum of 10m away from the forklift. Once the operator is in a safe zone, the forklift operator can continue moving the barrier. At the earliest opportunity, the barrier is to be lowered to approx.. 200mm from ground level. When in motion with the barrier, the forklift is to remain on the flattest surface available and avoid any inclines.

Likewise, once the barrier is loaded onto the vehicle, the forklift driver is not to move the forklift until the clutches have been removed and the operator on the truck bed is well clear and in the designated area.

SOP REVISION UPDATES

Rev #	Date	Comment
4	27/04/2023	a) Refer Section 9 – Entering a Red Zone – “Take 5” introduced.
3	28/07/2022	b) Refer Section 10.1 – movement of the T-Lok barrier once barrier has been engaged for lifting.
2	09/12/2021	c) Caution Zone Removed – Only “Go / No Go” Zones – Refer Section 9
1	23/09/2020	a) New SOP