

Workbook

The Workplace Fleet
Safety System

W

Workplace Fleet Safety Self-Audit Workbook



Queensland Government
Queensland Transport

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Members of the Workplace Safe Driving project team responsible for researching and writing the *Workplace Fleet Safety System* are:

Warren Anderson

Beth Plowman

Beth Leven

Graham Fraine

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The Workplace Fleet Safety System - How to use this workbook

- 1) Read the accompanying booklet, *Workplace Fleet Safety: How to Conduct a Self-Audit*, and the introductory information contained in this workbook.
- 2) Read the sub-elements and explanations.
- 3) Read the examples for each sub-element. They suggest actions needed to meet the achievement levels. (Remember that these are indicators only and that your organisation may meet the requirements of the sub-element through other methods.)
- 4) Consult other relevant people regarding your organisation's ability to meet each sub-element criteria. (For example, consult with the training manager regarding training sub-elements.)
- 5) Provide an overview of the organisation's current activity or situation regarding each sub-element in the space provided. This information should indicate whether or not the sub-element requirements are being met, and details of how they are being met.
- 6) From this information, use the checklist to determine if the appropriate procedures are in place, if corrective action is needed, or if the sub-element is not relevant to the organisation (if not relevant, please provide an explanation why).
- 7) Using the space provided, record corrective action for achieving the requirements of the sub-element. Refer to the sub-element and description for assistance. Consult with other appropriate personnel in identifying effective corrective action. Use the space provided to identify the appropriate personnel for ensuring corrective action is taken.
- 8) If you believe your organisation meets all the requirements for the achievement levels, you may apply to Queensland Transport for recognition through the Bronze, Silver and Gold Achievement Level certification process (page 117).

- 9) If you identify areas requiring corrective action, use your comments, the workbook descriptions and examples to develop actions for achieving the requirements of the sub-elements. Use them to develop a fleet safety improvement plan. Use the space to identify the appropriate personnel for ensuring corrective action is taken.
- 10) Once the plan is developed, make sure it is actioned and monitored. Once you have achieved the requirements, you may apply to Queensland Transport for certification.
- 11) Further information can be obtained from Queensland Transport by contacting:

Reply Paid 158
The Workplace Fleet Safety System
Queensland Transport
Community Programs Section
PO Box 673
FORTITUDE VALLEY Q 4006
ph (07) 3253 4254
fax (07) 3253 4211
email: fleetsafety@transport.qld.gov.au

Element One

FLEET SAFETY POLICY

*Include fleet safety and safe
driving policy in organisational
policy and objectives*

1.1.1
Bronze

The organisation has a fleet safety policy that is signed and dated, contains clear fleet safety objectives and a commitment to improving fleet safety performance.

Description

A fleet safety policy clearly spells out the organisation's commitment to safety and employees. The policy needs to contain a clear statement of the organisation's fleet safety objectives. The policy need not necessarily stand on its own and can be contained as part of the organisation's workplace health and safety policy or other organisational policy documents. The contents of the policy will vary amongst organisations but should outline the organisation's approach to fleet safety and the steps being taken to achieve it.

Examples

The policy's contents could include: management's commitment to fleet safety, the responsibility of various levels of the organisation in relation to fleet safety, maintenance of vehicles, incident reporting, driver responsibilities, process for employee consultation, penalties for breaching organisational rules or public laws, training expectations and the priority of safety in selecting vehicles. Other areas should be added if they are relevant.

Procedure already in place (no corrective action needed)

☐

Current situation:

Not relevant to this organisation

☐

Explanation:

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /



1.1.2
Silver

The organisation's fleet safety policy has the authorisation of an appropriate senior officer with executive responsibility.

Description

Employees need to know that management are committed to their safety, and have approved the fleet safety policy. Authorising the fleet safety policy shows that the organisation is serious about tackling fleet safety issues and that management care about the safety of their employees.

Examples

Fleet safety policy has a foreword from management that endorses the policy and outlines management's commitment to the policy.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.1.3
Bronze

Consultation with appropriate employee representatives has been conducted by management in developing the organisation's fleet safety policy.

Description

Ownership of any new initiative or change to work practices is essential if changes are to be successful. By consulting with employee representatives, there will be no surprises in the final product. They will feel that they have contributed to the process and will be more likely to be committed to the policy.

Examples

Policy has been developed with the workplace health and safety committee or other organisational safety committees. Nominations were called and a special committee was established to look at fleet safety issues.

Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

The fleet safety policy is communicated to employees and, where appropriate, contractors, suppliers, customers and visitors to the organisation.

Description

In the past, organisations have been guilty of developing excellent fleet safety policies and then filing them in management bookshelves. The fleet safety policy needs to be available for all employees and relevant external people. If it is not possible to distribute the document to everyone because of its size, the document should be available from supervisors or staff rooms. At the very least, a summary of the document, which includes management's commitment to fleet safety and a summary of the major issues, should be distributed to all employees.

Examples

Policy is distributed to all new employees as part of the induction program.
Noticeboards include a copy of the policy. Organisational newsletters include regular articles on the policy. Relevant external people are supplied copies of the policy.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.1.5
Silver

Employees sign a copy of the fleet safety policy, confirming understanding and acceptance of the policy.

Description

Communication of the fleet safety policy is an imperative safety measure in any organisation with a fleet. The effectiveness of such a policy will be increased if employees read, understand and accept the policy.

Examples

The fleet safety policy includes a section for employees to sign and date, confirming that they have read, understood and accepted the terms of the policy.

Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.1.6
Silver

A process exists for scheduled reviews of fleet safety policy objectives to assess their effectiveness and make changes in accordance with organisational and legislative changes where appropriate.

Description

No policy will remain current forever — the fleet safety policy is no exception. The policy will need to be reviewed and updated on a regular basis using the necessary consultation process to ensure the safety of employees is maintained.

Examples

A review process exists which includes a sign-off procedure by senior management, a review date and the position responsible for the review.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.1.7
Silver

Fleet safety issues are addressed in the workplace health and safety policy.

Description

Fleet safety should not be considered in isolation from other workplace safety issues. A vehicle should be regarded as the employee's workplace. By making fleet safety part of the workplace health and safety policy, it can be addressed with other safety concerns.

Examples

There is a section on fleet safety in the workplace health and safety policy.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.2.1
Bronze

The organisation has defined and documented the responsibilities, authority to act and reporting requirements of fleet safety, and has communicated these to all employees.

Description

Systems and procedures may break down if there is some uncertainty about who is responsible for various tasks in the organisation. To ensure this does not occur, it is necessary that everyone in the organisation knows which areas of fleet safety they are responsible for, as well as who to approach for help with other fleet safety issues.

Examples

Position descriptions detail fleet safety responsibilities. A list of personnel with responsibility for fleet safety is distributed to all employees.

Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Accountability for fleet safety performance within individual work areas is the responsibility of management.

Description

In larger organisations, each work area should be responsible for their own fleet safety performance. This means that costs, including repairs and maintenance, are charged back to the individual work area and are included in the cost of operating each area. Individual managers therefore have the responsibility for ensuring fleet safety is addressed alongside other issues of the area.

Examples

Fleet safety performance is reported for individual work areas as well as the entire organisation. All costs associated with running the fleet are charged to individual work areas. Managers are responsible for reporting on the performance of their fleet.

✓	
Procedure already in place (no corrective action needed)	☐
Current situation: _____	

Not relevant to this organisation	☐
Explanation: _____	

Corrective action needed	☐
Identified corrective action: _____	

Person responsible for corrective action: _____	

Expected Completion Date: / /	Date Completed: / /

1.2.3

Gold

The organisation's annual report documents fleet safety performance.

Description

The importance of fleet safety is recognised by including major issues and results in the organisation's annual report or equivalent.

Examples

Benchmarking figures (see 5.3.3) are included in the annual report.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.2.4
Silver

The organisation allocates responsibility for disseminating up-to-date information and legislation on fleet safety.

Description

Organisations will benefit by keeping up-to-date and distributing current information to all employees. It is therefore necessary to ensure that someone in the organisation checks for new information and ensures the organisation is on relevant mailing lists. The distribution of new information also needs to be documented to ensure relevant people receive the information in a timely manner.

Examples

Position descriptions include tasks on maintaining and distributing information. Distribution lists are maintained for the dissemination of fleet safety information.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Implementing the fleet safety management system is the responsibility of a member of the organisation's executive or board.

Description

Overseeing the organisation's fleet safety management system should be the responsibility of an appropriately designated person. This person should hold a senior position in the organisation and be responsible for ensuring that the total system is implemented.

Examples

The position with this responsibility is documented in the fleet safety policy. Duties are contained in position descriptions. Reporting processes, which include overall responsibility for fleet safety, are documented.

Procedure already in place (no corrective action needed)

✓
☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.2.6
Gold

Senior management regularly reviews the effectiveness of the fleet safety management system in satisfying the organisation's stated fleet objectives.

Description

For an organisation to maintain the best possible fleet safety system, it needs to continually look at ways the system can be improved. Work practices in the organisation change and it is necessary to make sure that the fleet safety management system adjusts accordingly. Regular reviews should be built into the system to check its effectiveness.

Examples

Procedures are in place to review the fleet safety management system at regular intervals. Fleet safety procedures and associated paperwork are reviewed at regular intervals. Benchmarking is conducted to identify areas requiring improved performance, deficits in the system's ability to meet the organisation's fleet safety objectives are identified, and corrective action is taken.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Crucial fleet safety documents are identified as such. The date the documents were issued, date of modifications, and authorisation appear on the documents.

Description

A section should be included in every fleet safety document that lists who has authorised the document, date of issue, and dates of modification. This will help identify current documents, and the initiator of the particular policy.

Examples

Footnotes detail the history of the document. A page is included in the document to record modifications.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.3.2
Gold

Fleet safety documents deemed obsolete are withdrawn from use. Those retained or archived for legal or reference purposes are identifiable.

Description

Employees need to have confidence that they are always accessing the most current document and can trust the information they are using. Once a document is no longer current, it should be removed from circulation, with a copy retained for the required period (this will depend on the type of document, legal requirements and the organisation's policy on retaining documents).

Examples

Documentation is kept on the destruction or removal of obsolete documents. Procedures are in place to locate all documentation once it becomes obsolete. Original distribution lists are retained for reference.

Procedure already in place (no corrective action needed)	☒
Current situation: _____	

Not relevant to this organisation	☐
Explanation: _____	

Corrective action needed	☐
Identified corrective action: _____	

Person responsible for corrective action: _____	

Expected Completion Date:	/ /
Date Completed:	/ /

1.3.3

Gold

A procedure exists for altering and approving the changes to fleet safety documents.

Description

Fleet safety documents should be considered living documents that should be reviewed and updated when required. A best practice organisation needs to continually strive for improvement, so more efficient systems should always be sought.

Examples

Review dates are included on all fleet safety documents. Procedures are in place for investigating suggested changes to fleet safety documents. Position descriptions identify those responsible for approving changes to fleet safety documents.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Changes to fleet safety documents are identified in an attachment or in the document wherever possible.

Description

To help employees understand the fleet safety policy, it is useful to include a history of amendments made to the document. This will help reduce debate on changes that have previously been discussed and approved.

Examples

An amendment sheet in the fleet safety policy includes date of change, who authorised the change and the modification made.

Procedure already in place (no corrective action needed) ☒

Current situation: _____

Not relevant to this organisation ☐

Explanation: _____

Corrective action needed ☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.3.5
Gold

The effectiveness of communicating the policy objectives is evaluated.

Description

As well as reviewing the fleet safety policy it is important to evaluate the effectiveness of communicating the policy. Organisations should look for effective ways of communicating the fleet safety policy and any amendments to it. Checks should be done to ensure the intended audience receive the policy and find the format easy to follow.

Examples

Procedures outline an evaluation process for the communication of the policy document. Surveys of staff regarding the communication of the policy are conducted.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.3.6

Gold

Where appropriate, review outcomes are incorporated in organisational action planning.

Description

Where possible, review outcomes should be built into the organisational action planning process, to ensure that fleet safety is not considered in isolation and becomes part of the total planning process for the organisation.

Examples

Relevant fleet safety issues are addressed in organisational action plans.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.4.1
Silver

An appropriate system for nominating employee and management representatives exists. All consultation with employees, and methods of consultation in relation to the development of, or changes to fleet safety documents, are recorded.

Description

For consultation with employees to be perceived as fair and legitimate, it is important to ensure the consultation procedures are documented and employee representatives are nominated by their peers. It is important that management representatives also participate in the process.

Examples

A documented process exists that details the procedures for establishing employee and management representatives in the consultation process.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.4.2
Silver

The organisation has a consultation procedure to follow when considering changes which have fleet safety implications.

Description

For employees to feel that they are involved in ensuring the safety of the organisation's fleet, they need to be involved in all relevant issues. Employees may question the efficacy of the organisation's communication process if they are consulted on some issues and not others.

Examples

As part of the organisation's process of change, if a fleet safety issue is identified, procedures are in place to ensure that the appropriate consultation occurs.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

The organisation has avenues for discussing fleet safety issues in the workplace.

Description

Employees need to feel comfortable discussing fleet safety issues with management and peers. Formal avenues need to be created to enable frank and honest discussions of problems or solutions presented.

Examples

Fleet safety meetings, workplace health and safety meetings, team meetings, and the use of electronic discussion databases occur on a regular basis.

Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.4.4

Gold

Checks are carried out to ensure staff understand organisational fleet safety requirements.

Description

Often employees are bombarded with literature, procedures and policies on a number of topics. It is not enough for management to simply supply employees with all this information. Checks should be carried out to assess whether the employees actually read and understand the information. Employees may feel that they will be considered a poor worker if they need further explanation of policies and procedures, and may be hesitant to ask for explanations. Therefore, in the interests of safety, it is important that the organisation provides appropriate 'follow-up' to the dissemination of information.

Examples

Supervisors check employees' understanding of all new requirements through group and individual discussions.

Procedure already in place (no corrective action needed)	☒
Current situation: _____	

Not relevant to this organisation	☐
Explanation: _____	

Corrective action needed	☐
Identified corrective action: _____	

Person responsible for corrective action: _____	

Expected Completion Date:	/ / Date Completed: / /

1.4.5
Silver

Managers discuss fleet safety in workplace health and safety meetings with staff.

Description

Fleet safety is an important issue to be considered in the workplace, and should be included as part of the organisation's workplace health and safety commitment. This includes providing an arena for discussing fleet safety alongside other workplace safety issues.

Examples

Fleet safety is a permanent agenda item at workplace health and safety meetings.

Procedure already in place (no corrective action needed)

☒

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.4.6
Silver

Employees are informed of the procedures for dealing with fleet safety issues and receive information on progress toward resolving fleet safety issues.

Description

Organisations should take responsibility for informing employees of the process for raising fleet safety issues, and for keeping employees informed of progress on a regular basis. This encourages employees to contribute to the improvement of fleet safety, as they know the issues they raise will be considered. The process should include an explanation regarding decisions made about fleet safety, particularly if a suggestion is not implemented.

Examples

The process for dealing with fleet safety issues is documented and distributed.
Employees are informed of the status of issues requiring attention.

	✓
Procedure already in place (no corrective action needed)	☐
Current situation: _____	

Not relevant to this organisation	☐
Explanation: _____	

Corrective action needed	☐
Identified corrective action: _____	

Person responsible for corrective action: _____	

Expected Completion Date:	/ /
Date Completed:	/ /

1.5.1
Bronze

A process exists for distributing information on fleet safety issues and activities to all employees.

Description

Organisations may produce excellent information – but it may not always reach all the relevant people. To ensure that information is received by the relevant people, a systematic approach is needed. The system should ensure that employees who are absent also receive the information on their return. If a systematic approach is adopted, employees will feel more comfortable and confident that they have the correct information when making decisions.

Examples

Updated distribution lists and computerised databases with relevant information are available for all employees.

Procedure already in place (no corrective action needed)	☒
Current situation: _____	

Not relevant to this organisation	☐
Explanation: _____	

Corrective action needed	☐
Identified corrective action: _____	

Person responsible for corrective action: _____	

Expected Completion Date:	/ /
Date Completed:	/ /

1.5.2
Gold

Records are kept on the distribution of fleet safety information within the organisation and to appropriate external persons such as visitors, contractors and suppliers.

Description

Records need to be kept of information distributed and who received it. This will enable the organisation to identify any deficiencies in distributing fleet safety information to the correct people.

Examples

A database or list includes the dates of distribution and names of those receiving fleet safety information.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.5.3
Silver

The distribution list for a document is clearly identified.

Description

Efficient dissemination of information can be achieved by specifying who should receive documentation. A distribution list reduces the likelihood of employees receiving multiple copies.

Examples

Distribution list is included in, or attached to, all fleet safety documents.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.5.4
Bronze

A process exists for storing and updating fleet safety documents.

Description

Employees must be able to access relevant documentation at short notice. Copies of all documentation should be kept and maintained at various locations in the organisation. Employees should be informed of the locations and the documentation stored there.

Examples

Managers keep full copies of relevant fleet safety documents. A full list of documents and their location is kept in staff rooms.

Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.6.1
Silver

Fleet safety management systems are regularly audited according to a set schedule, to assess the match between organisational objectives and fleet safety activities.

Description

Systems may not always operate as intended and should therefore be audited to check they are operating effectively.

Examples

An audit program including fleet safety management systems exists.

Procedure already in place (no corrective action needed)

✓
☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.6.2
Silver

Fleet safety management systems are independently audited by appropriately qualified persons.

Description

Self-evaluation is an effective way to assess and improve the organisation. It is also beneficial to have an independent assessment of the different areas of your organisation. Engaging an independent assessor means that the organisation will receive an objective evaluation of their fleet safety management system.

Examples

Audits are conducted by external contractors, by a central internal area or by staff from a separate area of the organisation.

Procedure already in place (no corrective action needed) ☒

Current situation: _____

Not relevant to this organisation ☐

Explanation: _____

Corrective action needed ☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.6.3
Silver

Results of fleet safety audits are formally reported to relevant personnel, including management.

Description

The results of an audit should be distributed to relevant people within the organisation to ensure recommendations are implemented.

Examples

Stakeholders are identified and the audit report distributed to relevant people via a distribution list.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

1.6.4
Silver

Action is taken to correct deficits identified by fleet management audits and 'follow-up' monitoring is conducted.

Description

An audit may result in a number of recommendations that cannot be implemented immediately. To assist in efficient implementation, recommendations should be prioritised and the most important recommendations implemented first. Reports should also be prepared on a regular basis outlining the recommendations and progress made toward their implementation. This should continue until all recommendations are implemented.

Examples

All recommendations in the audit report are prioritised. Procedures are developed regarding the process of monitoring the recommendations once they are implemented. Responsibility for monitoring the implementation of the recommendations is included in the report.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Element Two

RECRUITMENT AND SELECTION

*Hire drivers based on
safe driving records and
awareness of safety issues*

Safe driving is mentioned in position descriptions for jobs involving significant driving tasks.

Description

It is essential to clearly communicate the requirements and tasks of a position to all applicants. The position description defines the tasks of a position, and helps screen out unsuitable applicants. Organisations should define a “safe” driver according to the needs of the organisation and include this in the position description for jobs involving significant driving tasks.

Examples

Position descriptions include attitude to safety or evidence of safe driving (as defined by the organisation) as a selection criterion for positions involving significant driving tasks.

Procedure already in place (no corrective action needed)	☒
Current situation: _____ _____	
Not relevant to this organisation	☐
Explanation: _____ _____ _____	
Corrective action needed	☐
Identified corrective action: _____ _____ _____	
Person responsible for corrective action: _____ _____	
Expected Completion Date:	/ / Date Completed: / /

2.1.2
Bronze

An applicant is asked to provide evidence of a current driver's licence.

Description

Applications for positions which may require driving should be accompanied by a copy of the applicant's licence.

Examples

Advertisement or application package clearly states applicants must include a certified copy of their driver's licence.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Applicants for positions involving significant driving tasks are asked to provide details of crash records and traffic infringements for the past three years.

Description

Recruitment of drivers with low crash involvement can eventually evolve into less crashes as staff turnover occurs. By requesting details of crash records and traffic infringement history from applicants, organisations are better equipped to select safe drivers who are less likely to contribute to the organisation's crash rate.

Examples

The position description/application package asks applicants to provide a full history of driving experience including: a crash record for the past three years showing the nature and date of any crash, any injuries or fatalities and previous traffic infringements, with an explanation of any infringements.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Applicants provide details of licences held, driver training courses attended or any awards received for their driving.

Description

Minimum application standards for organisations will vary between industries and organisations, and between sections within an organisation. However, for positions involving significant driving tasks, it is essential that the applicant holds the current licences required. Furthermore, evidence of relevant courses attended and awards received provides important information about the applicant's attitude toward safe driving and their ability to drive safely.

Examples

Application package asks applicants to list courses attended and awards received, as well as any other relevant qualifications.

✓	
Procedure already in place (no corrective action needed)	☐
Current situation:	
Not relevant to this organisation	☐
Explanation:	
Corrective action needed	☐
Identified corrective action:	
Person responsible for corrective action:	
Expected Completion Date:	/ /
Date Completed:	/ /

A potential employee's driving record is assessed for jobs involving significant driving tasks.

Description

An applicant's driving record supplies the organisation with a work history and records of any crash/infringement involvement. Quality applicants may also be identified through documentation of driver training courses (or similar) undertaken, and any driving awards received.

Examples

Applicants are required to submit a copy of their driving history or give details of their driving history for the past three years. Applicants are required to document their previous work experience for positions involving significant driving tasks. Reference checks are conducted. Application package requires applicants to list completed driver training courses or relevant training received.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

An applicant's driving record is a factor in the hiring of new employees for jobs involving significant driving tasks.

Description

It is imperative that an applicant for a position involving significant driving tasks is a safe and competent driver. Past performance and driving record are important indicators of future performance.

Examples

Position description includes a selection criterion requiring a demonstrated good driving record. Applicants with less favourable records are required to provide an explanation of their record.

Procedure already in place (no corrective action needed) ☒

Current situation: _____

Not relevant to this organisation ☐

Explanation: _____

Corrective action needed ☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

An applicant's attitude to safety is addressed in the interview.

Description

Applicants may be highly qualified but have a poor attitude toward safety. Such people may constitute a high risk to the organisation, not just in terms of driving, but also in terms of other unsafe work practices. Assessing applicants' attitudes toward safety in the interview can provide insight into applicants' understanding and commitment to safety.

Examples

Applicants are required to respond to scenarios involving safe and/or unsafe work practices. Previous involvement in Workplace Health and Safety Committees or similar is recorded. For positions involving significant driving tasks, previous crashes/infringements are discussed to determine applicants' attitudes towards each incident.

Procedures in place


☐

Current situation:

Not relevant to this organisation

☐

Explanation:

Corrective action needed

☐

Identified corrective action:

Person responsible for corrective action:

Expected Completion Date: / / Date Completed: / /

2.2.4

Gold

An independent driving record assessment is made for jobs involving significant driving tasks.

Description

State transport authority records can verify an applicant's traffic infringement history, while crash involvement may be verified by previous employers. An independent assessment provides a useful cross-check that the information supplied by the applicant is accurate.

Examples

With permission from the applicant, the organisation obtains a traffic history outlining traffic infringements for the past three years. Crash history and general driving performance are assessed by contacting previous employers regarding the applicant's driving record.

Procedure already in place (no corrective action needed)	☒
Current situation: _____	

Not relevant to this organisation	☐
Explanation: _____	

Corrective action needed	☐
Identified corrective action: _____	

Person responsible for corrective action: _____	

Expected Completion Date:	/ /
Date Completed:	/ /

A medical assessment is conducted to check an applicant's fitness to operate the required vehicles.

Description

An applicant with the necessary qualifications for a position may not meet the required level of fitness to operate specific vehicles or equipment. It is therefore necessary for an applicant to undergo a medical assessment once all major requirements of the position have been met. Applicants should be advised of this requirement in the recruiting process.

Examples

Applicants are examined by a medical practitioner familiar with the requirements of the position. The medical assessment includes vision, hearing, physical conditions that may affect driving, alcohol or drug related dependencies and stress-related problems. If the position involves long-distance driving, lifting, night-driving or stressful conditions, the medical practitioner assesses the applicant's fitness in these areas.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

2.2.6
Bronze

Applicant's previous employers are contacted to verify driving record.

Description

Referee checks are carried out to verify that the information provided by the candidate in both the application and the interview is accurate.

Examples

With the permission of the applicant, previous employers are contacted and asked to comment on the applicant's driving record, in particular crashes, infringements, courses undertaken and awards received.

Procedure already in place (no corrective action needed)

✓
☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Element Three

INDUCTION PROGRAMS

*Induct all new recruits
and supervisors using an official
program containing fleet safety and
safe driving components*

3.1.1
Bronze

The organisation ensures that all employees undergo an induction program containing a fleet safety component, including the organisation's fleet safety policy and procedures.

Description

The importance of fleet safety should be communicated to employees from the day they join the organisation. All new employees should undertake induction in the organisation's fleet safety policy, maintenance procedures, what to do in the event of a crash, expected driver behaviour and the importance of organisational image when driving a marked vehicle.

Examples

A current induction program with a fleet safety component exists. Records are kept verifying new employees' completion of the program.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

3.1.2
Bronze

Vehicles are assigned to new employees based on the needs of their job.

Description

Rather than new employees being given the spare vehicle in the fleet, the type of vehicle assigned to them closely matches the tasks to be performed.

Examples

Each position has been reviewed and the type of vehicle appropriate has been recorded.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

New employees are trained to operate their vehicle before they drive it.

Description

Whether it is a specialised vehicle or not, employees may never have driven the make or model of vehicle used by the organisation. It is therefore necessary to have a formal 'handing over' of a vehicle assigned to a new employee, where special features of the vehicle, maintenance procedures and a review of crash procedures are discussed. Where a person drives pool vehicles, a similar induction should be given for all vehicles they are likely to drive.

Examples

Procedures for 'handing over' a vehicle to employees exists. The induction program includes a section on 'handing over' a vehicle.

Procedure already in place (no corrective action needed)	☒
Current situation: _____	

Not relevant to this organisation	☐
Explanation: _____	

Corrective action needed	☐
Identified corrective action: _____	

Person responsible for corrective action: _____	

Expected Completion Date:	/ /
Date Completed:	/ /

3.1.4

Gold

A driver assessment program is carried out for new employees.

Description

Although employees may have a driving licence to operate a vehicle, they may not have experience driving the type of vehicles provided by the organisation. For example, they may never have driven a commercial van and may not be aware of the different driving characteristics of this type of vehicle. As the organisation must trust employees with a vehicle that could be worth over \$30 000, spending a small amount of time and money conducting driver assessment for new employees could save an organisation money in the long run, as deficiencies are identified and corrected from the beginning.

Examples

A documented driver assessment program is conducted internally, or with the assistance of professional driver trainers. Records are kept of new employees' assessments.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

3.2.1

Gold

The organisation has an induction program for supervisors which includes fleet safety issues.

Description

Many organisations have very good induction programs for new employees but assume someone who is promoted from within the organisation, or recruited into a supervisory role, does not need any further induction. As employees progress through an organisation, they have different responsibilities and roles to fulfil. An induction program for supervisors must include a fleet safety component that addresses their additional responsibilities, such as supervising drivers, conducting driver assessments, providing fleet safety information and other relevant fleet safety matters.

Examples

An induction program for supervisors that includes fleet safety information relevant for this level in the organisation is developed. Records are kept of all supervisors who have attended the induction program.

Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Element Four

FLEET SELECTION AND MAINTENANCE

*Adhere to best practice
in fleet selection
and fleet maintenance*

The organisation obtains advice from qualified fleet safety professionals (in-house or external).

Description

A vehicle fleet that represents best practice in fleet selection and maintenance will have a lower incidence of breakdowns, decreased crash involvement caused by vehicle defects, and will be safer in the event of a crash. Consultation with fleet safety professionals ensures that vehicle selection is appropriate, cost-effective selection and replacement measures are developed, quality and timely maintenance is provided, and appropriate safety measures (such as the fitting of specific safety equipment) are installed.

Examples

The organisation consults in-house fleet safety experts or contracts external providers. The organisation seeks fleet safety information from a range of sources including journals, magazines, insurance companies, state government agencies and external providers.

Procedure already in place (no corrective action needed)


☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

4.1.2
Gold

Purchasing decisions are made in consultation with employees to determine the fleet safety requirements and specifications where decisions may affect those employees.

Description

Fleet vehicle drivers are able to offer advice regarding vehicle safety and vehicle specifications required to effectively carry out driving tasks. Drivers are also likely to feel more responsible for looking after their assigned vehicle if they have played a part in selecting the vehicle. The process of consultation may also encourage a higher awareness of safety in relation to vehicle choice, throughout the organisation.

Examples

A process of consultation occurs with drivers of fleet vehicles to determine required specifications and additional safety features, to assist with assignment and renewal of vehicles.

Procedure already in place (no corrective action needed)	☒
Current situation: _____	

Not relevant to this organisation	☐
Explanation: _____	

Corrective action needed	☐
Identified corrective action: _____	

Person responsible for corrective action: _____	

Expected Completion Date:	/ / Date Completed: / /

4.1.3
Gold

Goods and services purchased by the organisation (such as vehicles, safety equipment, vehicle modifications) are checked for compliance with purchase order requirements and/or specifications.

Description

Minimum safety standards must be met before vehicles can be sold in Australia. However, it is necessary for organisations to check that the vehicles purchased meet requested specifications. These specifications might include additional safety equipment, driver-specific monitoring devices and operating equipment, or simply that the make, model and colour of the purchased vehicle match the specifications requested.

Examples

A checklist that contains requested specifications is completed by the fleet manager or an appropriate person when a new vehicle is received.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Relevant safety features are considered when selecting vehicles.

Description

There are a number of factors to consider when purchasing a vehicle for fleet use. Primary safety features (such as anti-lock brakes) are usually driver controlled and help to prevent emergency situations such as a crash. Secondary safety features are designed to prevent or minimise injury following a crash (such as seatbelts and airbags).

Both primary and secondary safety features should be considered when selecting a vehicle. The nature of the driving task and conditions may determine what safety features are necessary (for example, bull bars for country driving, driver and passenger air bags for dual occupancy vehicles).

Examples

Driving tasks and conditions are assessed to determine required vehicle safety features.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Fleet vehicles are registered annually (including compulsory third party (CTP) insurance).

Description

It is an offence to drive an unregistered vehicle, and such vehicles are not covered by third party insurance in the event of an accident. Organisations have a duty to safeguard their employees by ensuring that fleet vehicles are registered and carry compulsory third party (CTP) insurance.

Examples

A database system contains a record of when vehicle registrations are due. Vehicle registration is paid on or before the due date and vehicles carry current registration labels.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Reporting of fleet vehicle inspections, maintenance, repairs and modifications is maintained as a running record by the organisation.

Description

In order to maintain a high level of safety, vehicles should be checked and maintained regularly. Necessary repairs and modifications should be performed immediately. Organisations with fleets (particularly those with a large number of vehicles) must keep track of all vehicle maintenance, repair and inspections. Keeping records can also act as a predictive maintenance technique in detecting vehicles that may be in danger of breakdown or needing repair. It may also be necessary for financial purposes to record associated costs.

Examples

Vehicles are maintained in accordance with schedules or time intervals prescribed in the manufacturer's service handbooks. A database system which contains a running record of all vehicle schedules is maintained by the area/person responsible for fleet safety. This includes last/next service, repairs or modifications performed, and details of last/next vehicle inspection. Records are updated on a regular (for example, monthly) basis and as maintenance occurs.

Procedure already in place (no corrective action needed)

✓
☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

4.2.3
Bronze

The organisation ensures that maintenance, repairs and modifications to fleet vehicles are conducted by suitably qualified individuals with appropriate expertise.

Description

Poor quality maintenance, repairs and modifications compromise driver safety and reduce the life of vehicles. Crash rates and repeat repair costs may outweigh the savings on cheaper labour or parts.

Examples

Vehicles are maintained regularly and repairs and modifications are carried out by suitably qualified persons/repairers meeting Quality Assurance ISO 9001 standards.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

The organisation ensures compliance with relevant legislation for all vehicle modifications.

Description

All vehicle modifications must meet legal stipulations. Vehicles with modifications that do not meet the legal requirements cannot be insured. Relevant standards and regulations should also be met.

Examples

Fleet safety policy states that all modifications must comply with relevant legislation, regulations or standards (such as Workplace Health and Safety Standards, Traffic Regulation).

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

The withdrawal of unsafe vehicles from use may be initiated through a maintenance request procedure.

Description

Unroadworthy vehicles compromise safety by placing drivers at risk. Unsafe vehicles should be detected through a standard maintenance procedure, and withdrawn from use until the vehicle is roadworthy.

Examples

The organisation has a procedure for identifying unsafe vehicles (e.g. through a maintenance check or driver identification of problem). Procedures for notifying management of unroadworthy/unsafe vehicles, providing of substitute vehicles, and immediate repair/replacement of vehicle (if necessary) are documented.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

4.2.6
Bronze

The organisation has a procedure for authorising the safety of vehicles being returned to drivers following repair or modification.

Description

Vehicles returned to drivers following repair or modification should not be used unless they have been deemed safe and roadworthy by the organisation.

Examples

A procedure that clearly outlines the responsibility for assuring the safety of a vehicle following repair or modification is documented. Work performed on the vehicle is recorded on a standard checklist and signed off by management when the vehicle is deemed roadworthy.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

The organisation has a vehicle maintenance program.

Description

All fleet vehicles should be regularly and systematically maintained according to a set program. The maintenance program may involve in-house or contracted external providers.

Examples

A written vehicle maintenance policy documents the terms and conditions of service and maintenance of fleet vehicles. A written vehicle maintenance program contains schedules of vehicle maintenance according to service requirements set out in manufacturer's handbooks.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Drivers regularly inspect their vehicles.

Description

Drivers should be aware of basic maintenance needs of their vehicles and conduct regular inspections of radiator water, oil, battery fluid, windows, tyre pressure and brakes. Regular inspections will increase safety by providing a mechanism for early problem detection and rectification.

Examples

Responsibilities of drivers are outlined in the fleet safety policy and/or procedures manual. A driver's checklist containing inspection items is required to be completed and submitted regularly by drivers.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

There is a procedure to follow if there is a problem with a vehicle.

Description

To minimise work disruption due to vehicle problems it is necessary to have documented procedures to ensure problems are dealt with quickly and efficiently.

Examples

The organisation has a set procedure for drivers to follow in the event of a breakdown, crash or other incident, and a separate procedure for simple repairs or modifications. Procedures outline driver responsibility for notifying vehicle repair problems and subsequent action for instigating repair.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

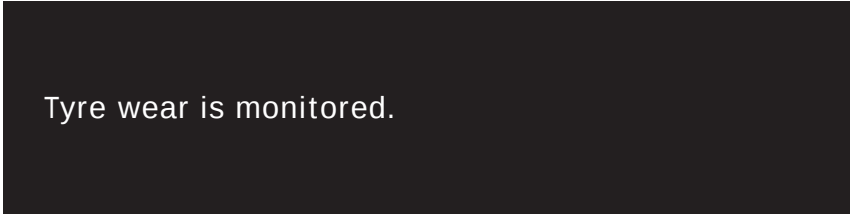
Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

4.2.10

Gold



Description

As tyres are a major safety feature of a vehicle and act as the contact between vehicle and road, it is imperative that tyres are in good condition and have the correct amount of tread. Balding tyres are a major safety risk. Monitoring tyre wear can also identify wheel alignment problems.

Examples

Tests such as a Tyre Life (Mileage) Test are conducted. Drivers are issued with a recommended tyre inflation pressures table. Regular inspections are conducted. Wheel alignment is checked and corrected regularly.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Fuel consumption is monitored.

Description

An organisation must record fuel consumption for individual vehicles. Level of fuel consumption gives an indication of kilometres travelled by vehicles or particular drivers. Excessive fuel consumption might indicate a problem with the vehicle or the way in which the vehicle is being used.

Examples

Odometer readings (or hour meter readings for low speed vehicles performing a particular task) are submitted at time of fuel purchase or at regular intervals (e.g. weekly, monthly). An in-car log-book is used to record distances travelled, amount of fuel purchased and fuel costs.

Procedure already in place (no corrective action needed)


☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Element Five

VEHICLE CRASH INVOLVEMENT

*Maintain an efficient system of recording
and monitoring overall fleet,
individual driver, and
individual vehicle crash involvement*

5.1.1
Bronze

The organisation has a documented reporting system for all fleet safety incidents (including minor panel damage, crashes, injuries and fatalities).

Description

For organisations to learn from their past and improve in the future they need to have systems in place to record incidents. This information can be used to look for patterns and to help determine corrective actions. If all incidents are not recorded, the validity of the data and decisions based on it is reduced. A documented system will help ensure the proper procedures are followed.

Examples

Procedures are in place that give step-by-step instructions on how to report an incident. Crash report forms and glovebox crash kits are kept in vehicles.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

5.1.2

Bronze

A procedure is in place to inform all employees of the process for reporting fleet safety incidents.

Description

Drivers need to be informed of the action to take in the event of an incident. They may be in a distressed state after an incident so instructions should be simple and kept in vehicles for easy access.

Examples

The process for reporting incidents is explained to new employees during induction. Procedures are regularly explained at workplace health and safety meetings or similar staff meetings. Glove box crash kits are included in all vehicles.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Reported incidents are investigated in accordance with an organisational investigation procedure.

Description

Police and insurance companies may investigate incidents but their main motive is to establish responsibility for the incident. Organisations can benefit from gathering data about why an incident happened (such as equipment failure) and what could have been done to avoid it. This information can be used to determine if any training is required and what can be done to decrease the chances of it happening in the future. Whilst all incidents must be recorded, not all incidents need to be fully investigated and organisations need to decide what type of incident should be investigated either internally or by external experts.

Examples

Documented procedures state the type of incidents to be investigated, the process to be undertaken for the investigation and who is responsible for the various components of the investigation.

Procedure already in place (no corrective action needed)	☒
Current situation:	
Not relevant to this organisation	☐
Explanation:	
Corrective action needed	☐
Identified corrective action:	
Person responsible for corrective action:	
Expected Completion Date:	/ / Date Completed: / /

5.2.2

Gold

Crash investigation training is provided to staff involved in the area.

Description

If investigations are to be carried out in a constructive manner and the organisation prefers to do them internally, the relevant people involved need to be properly trained. Basic training will enable employees to work efficiently at the site of an incident to collect relevant details. Employees also need to be sufficiently trained to interpret police, witness and employee reports where available.

Examples

Internal or external training courses are conducted for employees responsible for crash investigation. Training manuals are available to staff responsible for conducting crash investigation.

Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Investigation reports contain recommendations and a timetable for implementing corrective actions.

Description

Where incidents are investigated, a report should be prepared for management's approval containing a list of any recommendations, persons responsible for implementing the recommendations and a deadline to complete any action required. Regular reports should also be completed on the progress of implementing any changes as a result of the recommendations put forward.

Examples

A set report proforma is developed that includes recommendations, persons responsible for implementation and deadlines.

Procedure already in place (no corrective action needed)	☒
Current situation:	☐
Not relevant to this organisation	☐
Explanation:	
Corrective action needed	☐
Identified corrective action:	
Person responsible for corrective action:	
Expected Completion Date:	/ / Date Completed: / /

Employees within the organisation are responsible for implementing remedial measures and counteraction based on investigation reports.

Description

To ensure corrective actions are carried out, responsibility for implementing each action of the investigation report should be assigned to relevant personnel. If it is not clear who is responsible for implementing the action, unnecessary delays and a lack of direction may occur.

Examples

The proforma for investigation reports includes a section that lists personnel responsible for implementation. Position descriptions include a duty statement relating to implementing corrective action arising from investigations of fleet incidents.

Procedure already in place (no corrective action needed) ☒

Current situation: _____

Not relevant to this organisation ☐

Explanation: _____

Corrective action needed ☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

5.2.5
Gold

Before implementing corrective measures, employees who may be affected by such action are consulted.

Description

Ownership of any change is essential for it to be effective and accepted. Therefore, it is necessary to ensure that all relevant people are consulted regarding any changes before a decision is made.

Examples

Procedures are in place to consult with staff to achieve solutions to identified issues. Investigation teams include representatives from different areas and levels of the organisation. Organisational culture is such that employees can openly discuss solutions to identified issues with management.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

5.2.6

Gold

A procedure exists for evaluating and monitoring remedial/corrective measures.

Description

Evaluation is the final step in changing procedures or implementing new initiatives. To ensure that the corrective action is working effectively, evaluations should be conducted in the first few weeks to ensure compliance, and sort out any 'teething problems'. A more comprehensive evaluation should be conducted after six months and again at twelve months, depending on the type of changes made. Long-term evaluation may be necessary, with all procedures audited and reviewed on a regular basis.

Examples

Each investigation report includes review dates for any recommended corrective action. All corrective action must include details of how it is to be evaluated before it is approved.

Procedure already in place (no corrective action needed)	☒
Current situation: _____	

Not relevant to this organisation	☐
Explanation: _____	

Corrective action needed	☐
Identified corrective action: _____	

Person responsible for corrective action: _____	

Expected Completion Date:	/ / Date Completed: / /

5.3.1
Silver

Pertinent fleet safety data are collected and analysed.

Description

Organisations need to identify what data need to be collected and how they are to be collated (for example through a computerised database or a paper-based system). Standard forms can be created to aid data collection. The purpose of the exercise is not just to collect data, but to have useful data that can be analysed to assist in making informed decisions.

Examples

See the example in 5.3.3, benchmarking data. Other useful data to collect include driver's details, time and day of incident, type of vehicle, work area of driver, road type, environmental factors (rain, sunny, fog etc.), participation in driver training or education programs, vehicle movement (parking, turning, passing, reversing, pulling from curb, stationary in traffic, moving straight ahead etc.), speed, type of crash (rear-end, hit parked vehicle, side swipe etc.), cost of repairs, fault, description of incident, plus other information identified as necessary.

Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

5.3.2

Silver

Regular reports on fleet safety performance are produced and distributed within the organisation.

Description

The organisation should have procedures in place that ensure regular reports on the performance of the fleet are produced. These reports should be distributed to management and employees.

Examples

Quarterly/six monthly reports (including comparisons with previous time periods) on incidents, fuel consumption and tyre wear are produced. Noticeboards include number of days since last incident. Newsletters include major achievements, or notification of problems and what the organisation is doing to overcome the problems.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Benchmarking data are collected.

Description

Collecting benchmarking data enables an organisation to measure performance against best practice and strive to improve accordingly. Benchmarking can occur against internal operations to identify the best internal practices and adopt them in other parts of the organisation, or against external organisations that are perceived as leaders in fleet safety. Once best practice organisations have been identified, other organisations are able to adopt their best practice and import the relevant aspects to their organisation.

Examples

- Accident Rate (vehicles involved in an accident in the last 12 months, as a ratio of total fleet vehicles)
- Percentage of driver-at-fault claims
- Percentage of client-vehicle-only claims
- Percentage of unknown third-party at-fault claims
- Average accident cost
- Average number of claims per 1 million kilometres
- Average cost of claims per 1 million kilometres

Procedure already in place (no corrective action needed)


☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Element Six

INCENTIVES AND DISINCENTIVES

*Recognise good/bad driving performance
through an official scheme of
commensurate incentives and disincentives*

The organisation monitors the driving performance of employees.

Description

Organisations monitor the performance of their employees in many facets of their jobs but often ignore driving performance, even if many hours are being driven. Driver mistakes can be costly to organisations and to the driver's own well-being. Monitoring driver performance involves knowing what mistakes could occur, how to know if they are happening and how to prevent them from occurring.

Examples

Systems are in place to record the driving performance of employees. Regular in-car assessments are conducted. Crash records, infringement notices and public feedback is recorded and monitored for individual employees.

Procedure already in place (no corrective action needed)


☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

6.1.2
Gold

A process exists by which members of the public can comment on the driving behaviour of employees.

Description

A positive image is an important asset to any organisation. For organisations operating vehicles which identify the organisation, the organisation's image can be harmed by reckless and inconsiderate driving behaviour. A fair and consistent method should be in place to deal with public comments so that they can be investigated. Feedback on any action undertaken should always be given to the member of the public who made the comment.

Examples

A documented process exists to follow in the event of a comment from the public.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Employees receive feedback about their driving performance.

Description

To improve a driver's performance, it is important to give constructive feedback to individual drivers regarding good driving performance and areas requiring improvement. Feedback should also be provided on an organisational level (or in relevant work groups) and could include data on days since last crash, crashes per month, and costs of crashes per month.

Examples

The performance appraisal system includes a section on fleet safety and driver behaviour. Procedures include discussion with drivers in the event of an incident/crash. Crash data are posted on staff noticeboards.

Procedure already in place (no corrective action needed)


☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

6.1.4

Gold

Organisations keep a record of traffic infringements incurred by employees.

Description

Because fleets use public roads, they are required to operate within the law. A driver who constantly shows disrespect for these laws may also show disrespect for organisational rules and policies. Drivers who are violating traffic laws, whether caught or not, could severely damage the organisation's image and endanger their own and others' lives. If employees spend a considerable portion of their day driving, it is not unreasonable to ask to be notified of traffic infringements.

Examples

Procedures are in place to collect traffic infringement data. Traffic infringement data are built into mechanisms for monitoring driver performance.

Procedure already in place (no corrective action needed) ☒

Current situation: _____

Not relevant to this organisation ☐

Explanation: _____

Corrective action needed ☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

The organisation conducts driver's licence checks.

Description

Driver's licences can expire, be cancelled, suspended or lost. The organisation should ensure that employees who drive fleet vehicles, as representatives of the organisation, retain current driver's licences. Employees with significant driving tasks should notify the organisation in the event of licence cancellation or suspension.

Examples

Driver's licence checks to verify currency and validity of employees' licences are performed. There are procedures to follow if a licence has expired, been lost, cancelled or suspended.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

6.2.1

Gold

The organisation has an incentive scheme for safe driving.

Description

Incentives are 'prizes' offered in an attempt to induce desirable behaviour/s. Organisations often provide punishment or disincentives to employees for failing to meet certain standards, but do not recognise those who meet goals and targets. Good drivers may be frustrated by the lack of recognition for meeting standards prescribed by management. It ultimately does not really matter what the form of recognition is, only that it be given promptly and impartially.

Examples

Incentives for safe driving are built into organisational bonus schemes. A safe driving award scheme operates.

Procedure already in place (no corrective action needed)	☒
Current situation:	
Not relevant to this organisation	☐
Explanation:	
Corrective action needed	☐
Identified corrective action:	
Person responsible for corrective action:	
Expected Completion Date:	/ / Date Completed: / /

6.2.2

Gold

The organisation has a system for recognising good driving behaviour.

Description

If incentives are to be given to employees, systems and procedures need to be developed to collect the necessary information on driving behaviour. This could include a combination of crash data, public feedback, infringement notices, driver assessments and supervisor and peer assessment.

Examples

The organisation has data collection processes regarding driving behaviour and a set of criteria for incentive qualification.

Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

6.2.3

Gold

Incentives are distributed to employees in front of their peers.

Description

An incentive scheme should operate so that it promotes peer pressure to reduce crashes. Whether the scheme provides incentives for individuals or as part of a work group, the incentives should be highly visible among employees. One way of doing this is for management to present incentives to employees in front of their peers.

Examples

Official presentation ceremonies are conducted by senior management. Recognition of employees who receive incentives is included in organisational newsletters. Names of employees who receive incentives are displayed on noticeboards.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

6.3.1

Gold

The organisation has a system for recognising poor driving behaviour.

Description

As with incentives, systems and procedures need to be developed to collect the necessary information on poor driving behaviour. This could include a combination of crash data, public feedback, infringement notices, driver assessments and supervisor and peer assessment.

Examples

The organisation has data collection processes regarding driving behaviour. Penalties for poor driving are outlined to employees.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Organisations penalise poor drivers.

Description

In some circumstances it is necessary to penalise drivers. Penalties should be designed to extinguish poor driving behaviour using fair and appropriate methods. Penalties need to be documented and made known to all employees. They must be used consistently and fairly for all employees, including managers.

Examples

Procedures for penalties are clearly documented and communicated to all staff.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Element Seven

TRAINING AND EDUCATION

*Support training, education and development
programs to engender safe driving*

The organisation conducts a training needs analysis to determine fleet safety training requirements.

Description

Organisations should conduct an audit of their work areas and employees to determine where deficits in skills and knowledge exist. Once these are identified, organisations should decide what they want prospective training to achieve. Employees should be consulted regarding what they perceive their training needs to be. All new employees should be assessed for gaps in skills and knowledge. All positions should be assessed regularly to determine where deficits lie.

Examples

A training needs analysis is conducted by an in-house training area or outside consultant. The training needs analysis includes fleet safety requirements such as defensive driving, fleet safety skills and knowledge, attitudes and awareness and vehicle knowledge.

Procedure already in place (no corrective action needed)


☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Before assigning a vehicle to an employee, organisations check whether the employee has driven that type and size of vehicle before.

Description

Whether it is a specialised vehicle or not, employees may never have driven the make or model of the vehicle used by the organisation. It is therefore necessary to check employees' previous experience and ability to drive the vehicle assigned to them.

Examples

A procedure exists for checking employees' previous experience with, and ability to drive, the type of vehicle being assigned



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

The organisation has a system to identify those drivers in need of further driver training and/or remediation.

Description

Organisations may improve their crash rates by identifying drivers with high crash rates and providing appropriate remedial training. Some drivers may experience difficulty with a particular vehicle or equipment and may require training to remedy the problem.

Examples

A crash database identifies drivers involved, types, dates, frequency, and severity of crashes. A training needs analysis is conducted to determine appropriate remediation. An in-vehicle driver assessment is conducted.

Procedure already in place (no corrective action needed)



Current situation: _____

Not relevant to this organisation



Explanation: _____

Corrective action needed



Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

7.2.1
Bronze

The organisation ensures that quality training is provided by engaging suitably qualified and experienced trainers.

Description

Training may be conducted by in-house training professionals or by contracted external training consultants. Organisations should identify areas of training and employ appropriately qualified trainers (either in-house or external) based on past experience with specific consultants or courses, recommendations from other fleet managers, and quality assurance considerations.

Examples

In-house trainers or external consultants have suitable qualifications. Course providers meet ISO 9001 standards.

Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

7.2.2
Silver

Suitable and effective training facilities and resources are available.

Description

Organisations should consider the types of training required, and facilities and resources available to provide the training. Organisations should consider issues including: training requirements, location of courses, practical driving sessions, trainer to student ratio, training vehicles, length of course, type and qualifications of the consultant (including travel requirements of a consultant), classroom and/or “racetrack” space and financial viability.

Examples

The organisation has its own dedicated facilities and resources, or contracts external providers suited to the types of training and number of participants involved.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

7.2.3
Gold

Each training session is properly evaluated to gain a measure of performance in terms of participants' comprehension and retention.

Description

Formal evaluation of training sessions is the most effective way to determine what employees have learned from training sessions. This information is needed to assess whether the training has been successful in filling skill and knowledge gaps, and if the program is worthwhile or suitable for future use by the organisation. It is important in assessing the match between training needs and training emphasis, to gain an indication of employees' levels of comprehension and retention of the material presented.

Examples

Pre and post course assessments are completed by every participant. A short quiz or test of course material is presented. Employees participate in skills or competency-based testing based on skills learned in training.

Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

7.2.4
Gold

Regular reviews of the training program are conducted regarding the relevance of the program to the organisation and the effectiveness of the program in improving work performance.

Description

For training to be effective the content of each training course must be relevant. Employees will not benefit from outdated or unsuitable training material. Up-to-date and highly relevant course content will ensure employees gain maximum benefit from training, and translate those skills into effective work practices.

Examples

An assessment of the organisation's needs and training program is conducted regularly to ensure that the training program remains relevant to the organisation's goals and objectives, as they change over time.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

7.3.1

Gold

A system is in place to provide fleet safety information to all employees.

Description

Fleet safety policy and procedures should be communicated to all employees from the first day they join the organisation and participate in an induction program. Organisations should ensure that all fleet safety information is regularly and systematically communicated to all employees.

Examples

Employees are provided with fleet safety information including fatigue, speed, drink driving, restraints and other relevant information. The organisation provides this information through regular communiqués, as part of a driver education program, or at regular 'tool box' and workplace health and safety meetings.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

7.3.2
Gold

Where driver training needs have been identified, employees undertake relevant practical driver training.

Description

Once a training-needs analysis has been completed and driving behaviours to be addressed have been identified, the organisation should arrange for those employees involved to complete appropriate driver training. This may be a specialised program to address specific driving behaviours or a general driver training program aimed at giving employees basic skills for competent driving.

Examples

Driver training needs are addressed by providing relevant training to employees.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

7.4.1
Gold

A training plan has been developed to meet identified fleet safety training needs of all personnel in the organisation.

Description

Training is the formal procedure used by an organisation to ensure employees learn what is necessary and required. Training outcomes help attain the organisation's goals and objectives. A set training plan ensures that all employees receive the relevant information necessary to contribute to the organisation's goals. By including fleet safety information and training needs in a training plan, employees learn the skills and knowledge necessary to contribute to a high level of fleet safety.

Examples

The organisation has a training plan that identifies fleet safety training needs and includes an action plan for providing the appropriate training to meet those needs.

Procedure already in place (no corrective action needed) ☒
Current situation: _____

Not relevant to this organisation ☐
Explanation: _____

Corrective action needed ☐
Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

Employees' levels of training and ability are considered when allocating tasks.

Description

There is little benefit in engaging an employee in a task if they are poorly qualified to perform the role. Similarly, talent might be wasted by under-utilising an employee who is qualified and able to perform in a higher capacity. To avoid either of these scenarios, organisations should ensure employees are performing tasks at their level of ability, and have been trained or have experience in those tasks.

Examples

Employees are recruited based on the skills required to achieve designated tasks (as set out in the position description). Employees are required to provide evidence of relevant training or qualifications demonstrating their ability to perform the tasks.

Procedure already in place (no corrective action needed)


☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

7.4.3
Gold

The organisation considers the varying levels of ability (including literacy) of its employees and selects training to suit.

Description

Employees will not benefit from training if it is not pitched at a suitable level. Employees at all levels of ability will be frustrated if training is too difficult or too simple. To gain maximum benefit from employee training, organisations should assess an employee's learning potential (including level of literacy) and select or design training programs appropriately.

Examples

Employee analysis is conducted to determine learning strengths and deficiencies. A suitable analysis might include diagnostic achievement tests to determine employee ability, or traditional performance appraisal techniques. Selected training methods are appropriate (for example, practical training might be more appropriate for those with lower literacy skills, while more theory-based approaches can be used with those with higher reading and writing skills).

Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

7.4.4

Gold

The organisation documents and keeps records of all training.

Description

Organisations should keep track of all the training programs it currently offers and has previously provided. This includes off-site, on-site, and 'on-the-job' training.

Examples

Training records (including induction training records) show the type of training and the date employees received it.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

7.4.5
Gold

Legal obligations and fleet safety management principles and practices are articulated to the organisation's executive and senior management through formal training.

Description

It is imperative that senior employees know their legal obligations regarding fleet safety. Organisations should ensure that executive and senior management are sufficiently well informed to ensure that employees under their direction perform their work safely.

Examples

A training needs analysis is conducted to identify gaps in fleet safety awareness of the executive and senior management. Training records of senior employees show training in accordance with the training needs analysis.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

The organisation ensures that managers and supervisors are trained in their roles and responsibilities, as they relate to fleet safety.

Description

Training can enhance the effectiveness of managers' and supervisors' ability to supervise and direct employees, as well as perform other roles and responsibilities required. Organisations should ensure training is provided to enable managers and supervisors to fulfil their roles.

Examples

A training needs analysis is conducted for managers and supervisors, and appropriate training is provided. Training records of managers show training in accordance with the training needs analysis. Induction training for managers and supervisors occurs.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

7.4.7
Silver

Organisations minimise fleet safety risk by providing training to all new and transferred employees.

Description

Employees involved in driving should be competent to undertake tasks safely. Whether employees are new or transferred within the organisation, fleet safety should be incorporated in all aspects of training.

Examples

Induction training (for new and transferred employees) includes fleet safety. Training records provide evidence that employees have received specific training in fleet safety.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

7.4.8

Gold

Refresher training is provided to all personnel as appropriate.

Description

Once employees have completed a training course, refresher courses or another form of 'follow-up' on the training should be provided to increase retention of learned skills and material. On-going education between initial training and refresher courses is also important.

Examples

Training records show evidence of employees undertaking refresher courses (every two–three years) or receiving 'follow-up' from managers and supervisors.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

7.4.9
Gold

Where an organisation or individual is legally required to hold specific qualifications or licences to undertake duties, the organisation has a procedure for ensuring conformance with all training requirements.

Description

Organisations or individuals may be legally required to hold licences or qualifications in order to perform required tasks. The organisation has a responsibility to identify any requirements for work that is undertaken. Once identified, requirements to ensure current licences and qualifications are held should be met.

Examples

Evidence exists of analysis and identification of licence and qualifications.
Identification of licence and/or qualification holders in training and/or personnel records is conducted.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

The organisation has a policy on training and development.

Description

Training should contribute to the goals of both the organisation and the individual, and enhance the organisation's efficiency. A policy on training and development ensures there is a procedure in place for increasing the effectiveness of an organisation's staff. The existence of a training and development policy demonstrates that the organisation has a commitment to improving staff performance, to achieve both organisational and individual goals.

Examples

There is evidence of a training and development policy, which is communicated to all employees.



Procedure already in place (no corrective action needed)

☐

Current situation: _____

Not relevant to this organisation

☐

Explanation: _____

Corrective action needed

☐

Identified corrective action: _____

Person responsible for corrective action: _____

Expected Completion Date: / / Date Completed: / /

ACHIEVEMENT LEVELS

Queensland Transport will officially recognise organisations that have achieved best practice requirements in fleet safety. Organisations that meet the criteria for implementing best practice using the *Workplace Fleet Safety System* will receive a certificate from Queensland Transport, suitable for display in the workplace.

To be eligible for a level of achievement, an organisation must demonstrate that it has put in place the *Workplace Fleet Safety System* sub-elements of that achievement level.

Three levels of achievement — Bronze, Silver and Gold — reflect levels of fleet safety best practice. Organisations must first meet the Bronze level of best practice. On gaining recognition at Bronze level, organisations may apply for the Silver level. Recipients of Bronze and Silver level certificates may apply for a Gold Plaque if they can demonstrate that the organisation has in place appropriate best practice procedures.

Organisations may apply for recognition by contacting Queensland Transport for an application booklet.

Contact: Reply Paid 158
 The Workplace Fleet Safety System
 Queensland Transport
 Community Programs Section
 PO Box 673
 FORTITUDE VALLEY Q 4006
 Telephone: (07) 3253 4254
 Fax: (07) 3253 4211
 email fleetsafety@transport.qld.gov.au

Bronze Level of Achievement

You may apply for recognition at the Bronze level if your organisation has in place the following sub-elements:

Elements	
1. Include fleet safety and safe driving policy in organisational policy and objectives	1.1.1, 1.1.3, 1.1.4, 1.2.1, 1.2.2, 1.4.3, 1.5.1, 1.5.4
2. Hire drivers based on safe driving records and awareness of safety issues	2.1.1, 2.1.2, 2.2.1, 2.2.2, 2.2.6
3. Induct all new recruits and supervisors using an official program containing fleet safety and safe driving components	3.1.1, 3.1.2, 3.1.3
4. Adhere to best practice in fleet selection and fleet maintenance	4.2.1, 4.2.2, 4.2.3, 4.2.4, 4.2.6, 4.2.7, 4.2.8, 4.2.9
5. Maintain an efficient system of recording and monitoring overall fleet individual driver, and individual vehicle crash involvement	5.1.1, 5.1.2
6. Recognise good/bad performance through an official scheme of commensurate incentives and disincentives	6.1.1, 6.1.3
7. Support training, education and development programs to engender safe driving	7.1.2, 7.2.1, 7.4.2

Silver Level of Achievement

Your organisation has in place all of the sub-elements from the Bronze level as well as the following sub-elements:

Elements	
1. Include fleet safety and safe driving policy in organisational policy and objectives	1.1.2, 1.1.5, 1.1.6, 1.1.7, 1.2.4, 1.2.5, 1.3.1, 1.3.4, 1.4.1, 1.4.2, 1.4.5, 1.4.6, 1.5.3, 1.6.1, 1.6.2, 1.6.3, 1.6.4
2. Hire drivers based on safe driving records and awareness of safety issues	2.1.3, 2.1.4, 2.2.5
3. Induct all new recruits and supervisors using an official program containing fleet safety and safe driving components	
4. Adhere to best practice in fleet selection and fleet maintenance	4.1.1, 4.1.4, 4.2.5, 4.2.11
5. Maintain an efficient system of recording and monitoring overall fleet, individual driver, and individual vehicle crash involvement	5.2.1, 5.2.3, 5.2.4, 5.3.1, 5.3.2
6. Recognise good/bad performance through an official scheme of commensurate incentives and disincentives	6.1.5
7. Support training, education and development programs to engender safe driving	7.1.1, 7.1.3, 7.2.2, 7.4.6, 7.4.7, 7.4.10

Gold Level of Achievement

Your organisation has in place all of the sub-elements from the Bronze and Silver levels as well as the following sub-elements:

Elements	
1. Include fleet safety and safe driving policy in organisational policy and objectives	1.2.3, 1.2.6, 1.3.2, 1.3.3, 1.3.5, 1.3.6, 1.4.4, 1.5.2
2. Hire drivers based on safe driving records and awareness of safety issues	2.2.3, 2.2.4
3. Induct all new recruits and supervisors using an official program containing fleet safety and safe driving components	3.1.4, 3.2.1
4. Adhere to best practice in fleet selection and fleet maintenance	4.1.2, 4.1.3, 4.2.10
5. Maintain an efficient system of recording and monitoring overall fleet individual driver, and individual vehicle crash involvement	5.2.2, 5.2.5, 5.2.6, 5.3.3
6. Recognise good/bad performance through an official scheme of commensurate incentives and disincentives	6.1.2, 6.1.4, 6.2.1, 6.2.2, 6.2.3, 6.3.1, 6.3.2
7. Support training, education and development programs to engender safe driving	7.2.3, 7.2.4, 7.3.1, 7.3.2, 7.4.1, 7.4.3, 7.4.4, 7.4.5, 7.4.8, 7.4.9



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