| Activity | Controls | Notes |
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| **30 – Manufacturing and packaging goods** | 30.1 - Consider the method of transportation and loading of the item during design, or when specifying packaging methods and materials. |  |
| 30.2 - Design and construct goods and their containers to withstand the forces prescribed in the loading performance standards during transport. |  |
| 30.3 - Use or recommend a packaging method or process that ensures packaged goods are robust enough to withstand handling and transport. |  |
| 30.4 - Use a process to monitor the quality and suitability of packaging material |  |
| 30.5 - Clearly and accurately label palletised goods |  |
| 30.6 - Provide documentation to parties involved in loading and restraining goods. |  |
| 30.7 - Seek feedback from other CoR parties about the design of goods and their containers, and the suitability and performance of packaging materials and methods. Change or improve the type of packaging materials used if problems are identified. |  |
| 30.8 - Communicate changes to products, container design, packaging, processes or resources to relevant CoR parties. |  |
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| **31 – Loading** | 31.1 - Ensure employees have access to the equipment required for loading. |  |
| 31.2 - Provide training to employees about how to load vehicles safely. |  |
| 31.3 - Obtain relevant information about the load, its distribution and restraint requirements. |  |
| 31.4 - Obtain information about the vehicle allocated to the transport task. |  |
| 31.5 - Obtain or prepare a loading plan that describes how to place, distribute, arrange or restrain a load for transport. |  |
| 31.6 - Consult with an OEM or professional engineer (civil or transport) to identify proper methods for loading, restraining, transporting and unloading a large indivisible item. |  |
| 31.7 - Load goods onto the vehicle as per the loading plan, relevant policies and procedures or OEM instructions. |  |
| 31.8 - Establish the total mass of the heavy vehicle before it drives on a road. |  |
| 31.9 - Ensure the mass of the load does not exceed mass limits for the vehicle. |  |
| 31.10 - Provide information to the driver before driving commences. |  |
| 31.11 - Reconfigure load distribution, blocking and restraint following pickup and delivery of part loads, in accordance with the loading plan. |  |
| 31.12 - Empower employees, including drivers, to refuse to work with or transport loads that are unsafe. |  |
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| **32 – Restraining loads** | 32.1 - Provide load restraint equipment with sufficient capacity for its purpose. |  |
| 32.2 - Periodically check the integrity of lashing and restraint equipment in accordance with OEM requirements and Australian Standards. |  |
| 32.3 - Ensure headboards, gates, curtains, tie rails, and other vehicle components used to restrain loads are designed and constructed to meet Australian Standards and to withstand the forces applied to them. |  |
| 32.4 - Provide training, and periodic refresher training, to employees about how to restrain loads safely. |  |
| 32.5 - Ensure employees have ready access to the information or resources required to restrain loads safely. |  |
| 32.6 - Develop loading plans, or a load restraint system, for common or repeated load types. |  |
| 32.7 - Ensure loads are restrained in accordance with loading plans or relevant policies and procedures. |  |
| 32.8 - Ensure all loads are restrained using the correct type of restraint equipment or method. |  |
| 32.9 - Use containers, bins, cages or vessels suitable for the size of the goods or particles being transported, engineered to have sufficient strength to contain the load, and meet the HVNL loading performance standards. |  |
| 32.10 - Ensure the lids and closures for all external storage compartments, and fastenings for external removable equipment, are checked and secure prior to road travel. |  |
| 32.11 - Ensure all moveable plant fitted to the vehicle is properly secured and restrained prior to road travel. |  |
| 32.12 - Where possible, ensure tanks or vessels used to transport bulk liquid loads are full, or empty, during transport, or minimise the need for vehicles to travel with partially filled tanks. |  |
| 32.13 - For tankers with multiple compartments, fill each compartment fully, or empty each compartment fully, before filling or emptying another compartment. |  |
| 32.14 - Ensure sufficient time is allowed in the transport schedule for loads to be properly restrained. |  |
| 32.15 - Ensure an appropriate location is available at loading or unloading premises for loads to be properly restrained. |  |
| 32.16 - Ensure that the driver of the heavy vehicle has the opportunity to participate in restraining the load, or to satisfy themselves that the load has been properly restrained. |  |
| 32.17 - Provide training to drivers about monitoring and rectifying issues with load restraint which occur during travel. |  |
| 32.18 - Provide feedback and encourage other CoR parties to provide feedback about the effectiveness of restraint methods. |  |
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| **33 – Unloading** | 33.1 - Ensure employees have access to the equipment required for unloading. |  |
| 33.2 - Provide training to employees about how to unload vehicles safely. |  |
| 33.3 - Obtain or prepare an unloading plan to ensure goods can be unloaded safely. |  |
| 33.4 - Unload goods from vehicles as per the unloading plan, or relevant policies and procedures. |  |
| 33.5 - Ensure that unloaders are notified of problems detected during transport that may create a hazard during unloading or would require specialised equipment or skills to deal with. |  |
| 33.6 - Establish procedures for when poorly secured or over mass loads arrive at premises. |  |
| 33.7 - Document and provide feedback to CoR parties about loads which were not properly secured when they reached their destination. |  |
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| **34 – Measuring, communicating and monitoring mass** | 34.1 - Train employees how to operate or read mass measuring equipment according to OEM requirements. |  |
| 34.2 - Identify the mass limits that apply to each vehicle, and any conditions attached to those limits. |  |
| 34.3 - Establish the mass of the vehicle and its equipment. |  |
| 34.4 - Ensure that employees who arrange the transport of goods have ready access to information about the mass and the mass limits for each vehicle. |  |
| 34.5 - Provide drivers with documents or electronic data that allows them to confirm vehicle mass and mass limits for themselves and to other parties. |  |
| 34.6 - Provide verified information about vehicle mass and mass limits to CoR parties, particularly parties who load the vehicle or weigh the loaded vehicle. |  |
| 34.7 - Establish the mass of loads, using an appropriate method. |  |
| 34.8 - Provide information about the measured mass of loads to CoR parties. |  |
| 34.9 - Before loading commodities onto a vehicle, verify the name of the operator and driver, the destination of the load, and the mass and mass limits of the vehicle. |  |
| 34.10 - Use loading equipment that weighs or provides an indicative weight for loading commodities. |  |
| 34.11 - Communicate with the driver of a vehicle fitted with on board scales to determine the mass of commodities as the vehicle is loaded. |  |
| 34.12 - Transmit mass information to CoR parties and others in real time, using on board mass equipment connected to communication systems. |  |
| 34.13 - Determine the average volume of material that loading equipment picks up and calculate the estimated mass of a load of commodities using information about its density. |  |
| 34.14 - Determine the specific gravity of liquid loads and use this information when calculating maximum loading volumes. |  |
| 34.15 - Load to marked lines in a tipper body or trailer and calculate the estimated mass of a load of commodities using information about its density. |  |
| 34.16 - Share information about the density of commodities with other parties and make the information available to loaders and drivers. |  |
| 34.17 - Where it is not possible to accurately determine the mass of the loaded vehicle, aim to load less than the maximum limit. |  |
| 34.18 - Direct driver, where possible, to establish the gross and/or axle masses of the loaded vehicle immediately after loading and return to the loading location to offload part of the load if mass limits are exceeded. |  |
| 34.19 - Provide access, space and equipment for returning drivers to offload partial loads and help them to offload before loading other vehicles. |  |
| 34.20 - Maintain records of all vehicles loaded, including information about the amount of the commodity and the information provided by the transporter or driver. |  |
| 34.21 - Communicate estimated mass information (load, vehicle or combined) to other CoR Parties. |  |
| 34.22 - Request information about the mass of loads from CoR parties who weigh loads when received. |  |
| 34.23 - Provide weighbridge or weigh-in-motion (WIM) data to CoR parties. |  |
| 34.24 - Compare estimated mass with confirmed mass and adjust targeted tolerances or use the information to reassess how accurately loading equipment measures mass or volume. |  |
| 34.25 - Use alternative methods to establish the gross mass of vehicles transporting loads which are never taken to premises for weighing. |  |
| 34.26 - Verify ongoing mass compliance at an agreed frequency, based on the severity of risk. |  |
| 34.27 - Ensure payment terms do not cause or encourage other parties to exceed mass limits. |  |
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| **35 – Measuring, communicating and monitoring dimension** | 35.1 - Ensure employees have access to and are trained to use or read equipment or systems that measure the dimension of a vehicle and its load. |  |
| 35.2 - Establish the dimensions of incoming and outgoing loads, using the appropriate means or equipment, and communicate the information to other CoR parties. |  |
| 35.3 - Compare estimated dimension with measured dimension and take variations into consideration in future loading activities. |  |
| 35.4 - Verify ongoing dimension compliance at an agreed frequency based on severity of risk. |  |
| 35.5 - Display information inside the driver cabin about the height of the vehicle. |  |
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| **36 – Operating a weighbridge** | 36.1 - Regularly calibrate weighbridges, noting OEM recommendations, standards and legislation governing measuring equipment. |  |
| 36.2 - Require operators or drivers to provide verified information about the mass and the mass limits of a vehicle, before or at the time the vehicle is weighed. |  |
| 36.3 - Train employees to recognise common vehicles and combinations and learn the mass limits applying to them. |  |
| 36.4 - Train employees to compare provided mass limit information with information from other sources, for a sample of vehicles, or when there is doubt about the accuracy of the information provided. |  |
| 36.5 - Weigh the vehicle in accordance with weighbridge OEM recommendations and compare this with the mass limits applying to the vehicle and its load. |  |
| 36.6 - Create and retain a record of relevant information about the vehicle being weighed. |  |
| 36.7 - Provide details of measured gross and/or axle masses to the driver or operator of the vehicle. |  |
| 36.8 - Provide CoR Parties with information about the vehicle’s mass at departure. |  |
| 36.9 - Immediately alert the driver and CoR parties if a vehicle’s mass exceeds limits. |  |
| 36.10 - Establish a safe area where loads can be adjusted prior to departure, if the vehicle is over-mass. |  |
| 36.11 - Retain records about vehicle masses measured at the weighbridge for three years and provide these to the NHVR if requested. |  |
| 36.12 - Conduct audits of a sample of transport operators, to assess the information provided about mass limits. |  |
| 36.13 - Provide feedback to CoR Parties about: |  |
| 36.14 - Establish contractual terms that set clear expectations of safety standards and mass compliance, particularly for ongoing business relationships. |  |
| 36.15 - Communicate expectations, policies and procedures to all CoR parties through inductions, by publicly displaying them at the entry to the premises, on the business website and on social media pages. |  |
| 36.16 - Notify the NVHR if a pattern of non-compliance is not addressed. |  |

**For more information:**

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