

National Heavy Vehicle Accreditation Scheme

MASS MANAGEMENT MANUAL

FOR

HAWGOOD HAULAGE PTY LTD

ABN: 69 304 269 026



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HAWGOOD HAULAGE Pty Ltd

NHVAS MASS MANAGEMENT PROFORMAS

NAME OF DOCUMENT	DOC HH#
Induction Approval Letter	ADM 3.6
Amendment Register 2022-2024	HHAR 20
Small Business Fair Dismissal Code	ADM 04
Mass Tasks & Responsibilities	ADM 03
General Manager duty statement	HH 1.1
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○ Mass Management	DTR 5.1
○ Maintenance Management	DTR 5.2
○ Fatigue Awareness	DTR 5.3
○ BFM Refresher, Scheduling, Safe Driving Plans	DTR 5.4
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Opening Statement

Hawgood Haulage Pty Ltd (HH) has created this manual to comply with the Mass Management standards as issued by the National Heavy Vehicle Accreditation Scheme. This is to ensure safety and best practice is applied to all aspects of operation and that a clear process clarifies each party's role in the chain of responsibility.

HH recording processes are designed to monitor all required elements of Mass Management Accreditation to ensure any issues are isolated and addressed in a prompt, professional and efficient manner. HH will also continue to improve safety & operational systems of which will be updated as an ongoing process in this manual.

- **ADM3.6** **Mass Management Accreditation Letter**
- **HHAR22:** **Amendment Register**

Mass Manual Management

Circulation

- This manual and any amendments will be approved by the Directors before being circulated and communicated to the respective employees.
- The nominated staff will be responsible for the distribution and training of this manual and any of the approved amendments.
- Copies of this manual available to all Management and staff at any time – digitally or hard copy in the workshop office.

Company Details

Business Name: Hawgood Haulage Pty Ltd

Type of Business: Bulk Haulage

ABN: 69 304 269 026

Business Address: 227 Elliott Road Banyo QLD 4014

Postal Address: 1 Forrest Street Nudgee QLD 4014

Directors: Nicoli Hawgood / Zane Hawgood

Responsible person: Geoff Hawgood

Mobile: 0412722533

Email: rhawgood@optusnet.com.au

General Understanding and Commitment

- HH looks to achieve best practice by Directors and in all aspects of its operations and administration.
- HH will comply with the QLD Workers Compensation & Rehabilitation Act 2003
 - <https://www.legislation.qld.gov.au/legisln/current/w/workerscompa03.pdf>
- HH induction procedures and ongoing training ensure safe operation of all equipment and professional staff behaviours: this includes adherence to policies relating to speeding, drug, alcohol and any other illegal or dangerous behaviour.

Policies (POL):

- 1.4.1 Chain of Responsibility;
 - 1.4.2 Safety Management
 - 1.4.3 Fatigue Awareness
 - 1.4.4 Drugs & Alcohol
 - 1.4.5 Speed Compliance
 - 1.4.6 Social Media & Mobile Phones
 - 1.4.7 Environmental Management
- HH is committed to its employees but will follow its termination process if required under the Fair Work Small Business Fair Dismissal Code

➤ ***ADM04 Fair Works Small Business Fair Dismissal Code V.1***

1. Responsibilities

The authorities, responsibilities and duties of all positions involved in the management, operation, administration, participation & verification of the Mass Management System are current clearly defined & documented.

RELEVANT DOCUMENTS:

- **ADM03** ***Mass Management Tasks and Responsibilities Overview***
- **HH1.1** ***Duty Statement of General Manager***
- **HH1.2** ***Duty Statement of Administrators***
- **HH1.3** ***NHVAS Duty Statement Drivers***
- **HH1.4** ***Duty Statement of Mechanic***

GENERAL MANAGER

The General Manager is responsible for HH the Mass Management and all reporting and procedural compliance.

ADMINISTRATION

Administration staff will ensure HH documentation processes are compliant with its Mass Management Manual at all times. This includes *Quarterly Compliance Reviews*

DRIVERS

Drivers will complete a *Driver Daily Worksheets* (specific to contractor's request) and submit them to the administration not later than the end of each working week. They are also expected to operate within the laws of Queensland roads and sites of operations.

All drivers are expected to take a "safety first" approach to all work for HH.

MECHANIC

HH Mechanic/s are responsible for maintaining and completing general maintenance and repairs to all company equipment to ensure road worthiness and compliance to the Mass Management Scheme.

This includes suspension check as specified by the manufacture and ARTSA Air Suspension Code.

2. Vehicle Control

All vehicles nominated by the operator must be operated in accordance with the Mass Management System. The operator will maintain a comprehensive register of nominated vehicles (including subcontractors); have evidence that the vehicles technical specifications meet or exceed the authorised mass; ensure nominated vehicles have mass authorisations; and provide evidence of controls to ensure that subcontracted vehicles under the Mass Management System are not used for unauthorised purposes.

RELEVANT DOCUMENTS:

- **HH2.1** **Vehicle & Trailer Register V.1**
- **HH2.2** **Suspension Register**

All vehicles nominated by HH have are appropriately registered and maintained in accordance with NHVR policy.

2.1 HH has a comprehensive internal register of all equipment under the Mass Management Scheme and that they are operating within the NHVAS Business Rules 2021.

2.2 HH operates all equipment within the required legal mass authorised to use the road network.

2.3 All HH nominated vehicles have mass authorisation to use the road network

2.4 Any subcontractor working under HH Mass Management will be inducted and equipment inspected prior to being authorised to operate under HH Mass Management Programs.

3. Vehicle Use

The vehicle mass must be determined by weighing or by a method of assessment prior to departure allowing for any variation. Operators must provide documentation of a system that objectively demonstrates that product loading is controlled to ensure that axle mass and gross mass remain within the limits allowable under the Mass Management System. It should cater for all possible variations including density, number, volume etc. and will include procedures on how they will ensure that the other organisations in the supply chain will comply with the Mass Management Standards.

RELEVANT DOCUMENTS:

- **HH3.1** **Vehicle Capacity Overview V.2**
- **HH3.2** **Vehicle Capacity & Axle Distributions Reference V.3**
- **PBS Approvals** **VA: 9337; 7204; 8140**
- **Road Access permit** **832180 (covers all truck & quad dog combinations)**

3.1 Drivers will communicate with loader drivers to ensure vehicle mass and load weight over each axle is within limits prior to departure. HH used registered weighbridges and supporting load data from internal vehicle weight monitoring systems. (air gauges).

3.2 HH loads are weighbridge controlled which caters for all possible variations including density, number, volume etc.

3.3 All Mass Managed loads will record a registered weigh bridge docket number and processed regularly with the *daily worksheet* to ensure all vehicles are operating within legal limits. In circumstances where a weighbridge paper docket is not issued, load details can be monitored by external contractors (eg. Boral, Holcim) and online by Hawgood Haulage – Loads exceeding legislated mass limits are not permitted to leave the site.

4. Records and Documentation

Documented evidence must be maintained to demonstrate the effective operation of the Mass Management System. All records are legible and identifiable to the vehicle and trips involved and procedures documentation is available to relevant personal.

RELEVANT DOCUMENTS:

➤ HH 4.1	HAWGOOD HAULAGE Driver Daily Run Sheet
➤ HH 4.3	HAWGOOD HAULAGE Hourly hire
➤ ADM 14.1	Non Conformance Warning Note
➤ ADM 14	Non Conformance Report
➤ HH 4.6	Monthly Mass Record
➤ HH 4.7	Quarterly Compliance Review
➤ HH 6.2	Suspension Defect Notice/Repair Register
➤ HH 6.3	Mass/Loading Defect Notice Register
➤ ADM 03	Register of Mass Management duties & personnel

4.1. Drivers are required to submit all weigh bridge dockets and respective daily worksheets to the administration no later than the end of each working week. All records are to be legible and identifiable to the vehicle and trips involved as per *Driver Daily Worksheets*. In circumstances where a weighbridge paper docket is not issued, load details can be monitored by external contractors (Boral, Holcim) and online by Hawgood Haulage – Loads exceeding legislated mass limits are not permitted to leave the site.

4.2. Administration will cross check all weigh bridge dockets to the daily worksheet to ensure compliance to HH Mass Manage Systems.

4.3. If an infringement occurs a *Non-Conformance Warning Notification* will be issued to the respective driver and collated on *HH Non Conformance Report*. If necessary, employees will be required to undertake further or refresher training.

4.4 *Quarterly Reviews* are completed and reported to the Directors accordingly.

4.5 A register of vehicle defect notices or infringements relating to suspension will be kept & included as part of the Internal Review Process. This Register will include details relating to the nature of the contravention & the repairs carried out.

4.6 A register of any Infringement Notices issued for breaches of regulation in relation to Mass, Dimension or loading will be kept as part of the Internal Review Process. It will includes details relating to the nature of the breach.

4.7 In the case of a significant occurrence or incident as defined as Reportable to NHVR: (ie. Causing death, serious injury or involving a driver under BFM), reporting will be carried out by the Company Director, Nicoli Hawgood, using the Accreditation section of the NHVR portal including the relevant details

and within the timeframes as outlines at: <https://www.nhvr.gov.au/files/202010-1180-nhvas-notifiable-occurrence-reporting.pdf>

4.7 A register of personnel who have duties under the Mass Management system will be kept and regularly updated.

4.8 Administration staff will review & maintain all pertinent records and documentation as per NHVR Mass Management Standards to demonstrate an effectively operating Mass Management System. All documents will be kept for three years to meet the minimum guidelines for audit purposes. For a complete list of documentation kept, refer to *Hawgood Haulage List of Forms* on page 3.

5. Verification

The weight of a vehicle and load must be verified to produce an auditable record. The operator shall have a documented procedure to demonstrate that the system produces and records evidence of weight specific to a vehicle.

RELEVANT DOCUMENTS:

- **HH5.0** ***Verification (Split Weigh) Record V.2***
- **SM4.3.3** ***JSA Tipper Operations***
- **HH3.2** ***Vehicle Capacity & Axle Distributions***

- 5.1 Drivers will obtain a weigh bridge docket or docket number (where no paper docket is issued) and record details on their daily worksheets. This documents the load is within capacity and weight requirements of HH Mass Management processes.
- 5.2 Drivers are required to “Tare Off” each month at the quarries at which they are working & record the tare on their Worksheet. Tares are ratified by the weighbridge operator.
- 5.3 A weighbridge docket split weigh verification for all truck/trailer combinations will be obtained at least bi-annually and retained in HH’s records. They are to request permission to photograph the display panel for these biannual checks and send these to Hawgood Haulage Administration to ratify the split weigh accuracy of their loading. Photography may not be permitted at all plants. For each load, drivers are expected to monitor cumulative axle weights as they drive onto weighbridges to ensure axle distribution is correct.
- 5.4 Drivers are to communicate with loader drivers in relation to the gross limits of their vehicle and the distribution of their load across the axles. Loaders have on board scales.
- 5.5 HH vehicles have air gauges that are calibrated by the General Manager to assist drivers in their loading of materials.
- 5.6 When washing concrete plant pit waste/washout materials, drivers must make allowances for the increased moisture content of the material. Drivers are provided guidelines on Loader Capacity (by volume) and maximum number of loader buckets to ensure mass and volume limits are compliant. Weighbridge dockets are collected at point of disposal for some plants. If no weighbridge dockets are issued, drivers record the gross weight on their hourly hire docket.
- 5.7 All load information, including Split Weigh recordings, are reviewed by Administration staff with reference to *NHVR Configurations Guidelines*.

6 Internal Review

The Mass Management System must be subject to annual internal review to verify that all results and activities comply with the system's policies, procedures and instructions.

An internal review of the Mass Management System is a regular look at the system against the standards to see if it complies. An effective review will pick up problem areas in the basic requirements, show failures to comply with procedures and identify non-compliances that should be fixed as soon as possible.

RELEVANT DOCUMENTS:

- **HH6.0** ***Internal Review Schedule (Mass) V.1***
- **HH6.1** ***Annual Internal Review (Mass) V.3***
- **ADM 14.1** ***Non Conformance Warning Note***
- **ADM 14** ***Non Conformance Report***
- **HH4.7** ***Quarterly Compliance Review V.1***
- **HH6.2** ***Register of Suspension Defect/Infringement Notices***
- **HH6.3** ***Register of Infringements: Mass, Dimension, Loading***

- 6.1 HH will appoint an objective party to conduct an internal review annually in September. This is to verify whether our training, loading procedures and reporting processes are compliant with our Mass Management Manual.
- 6.2 At this time HH will endeavour to identify any changes necessary to improve the Mass Management systems and processes. Findings and recommendations will be reported to the Directors so that the appropriate modifications/training can be implemented.
- 6.3 HH Internal review process use the criteria outlined in the National Heavy Vehicle Accreditation Scheme Standards as guidelines for the review process:

HH needs to demonstrate the following:

- Internal review procedures.
- An annual review schedule
- An internal reviewer that is independent of the activity being reviewed, where practical.
- A documented method to identify and correct all non-conformances detected from all sources to ensure the incidents are not repeated.
- Documented **Non-Conformances** and the action taken to correct them and a **Quarterly Compliance Statement** produced containing advice of the:
 - Number of vehicles in the accredited fleet
 - Number of trips undertaken
 - Number of trips undertaken which were non-compliant with Alternative Compliance mass limits
 - Level of mass excess for each non-compliant trip
 - Number of notices issued relating to Suspension defects
 - Number of infringements issued for mass/loading/dimension breaches.
- Record of any changes to documents and procedures and that the original documents and procedures have been kept for external audit purposes for a minimum of 3 years.

7 Training and Education

Those persons who hold a position of responsibility under the Mass Management System are trained in and familiar with the specific policy, procedure and instruction they are to carry out. Training and education is essential to ensure all employees, including managers, understand the Mass Management System, and have the appropriate knowledge and skills to carry out the tasks given to them.

RELEVANT DOCUMENTS:

- **ADM09** **Employee Register V.1**
- **ADM01** **Driver Induction & Training Records**
- **ADM03.1** **NHVAS Mass Management Training**
- **ADM3.6** **NHVAS Induction Approval Letter**
- **ADM15** **Performance Self Appraisal**
- **ADM18** **Request for further training**
- **Driver Docs Website:** www.hawgoodhaulage.com (password required)
- **DTR 5.1 – 5.4** **Digital Acknowledgement of Training Forms**

7.1. All Management providing the induction process must have appropriate industry experience as deemed by the General Manager and Directors of HH.

7.2. All directors, management, employees, casuals and subcontractors are inducted into HH Mass Management Procedures. Records are kept that detail the training subject matter that personnel have received; when & who delivered the training content.

7.3. All Mass management and safety procedures and documentation are on hand and available in HH administration office and are also provided digitally as part of the employment and induction process for new employees.

7.4. Any approved changes to HH Mass Management systems an office memo is distributed to all staff as a matter of priority.

8 Maintenance of Suspension

Vehicles nominated by the operator must be operated in accordance with the Mass Management Maintenance of Suspension Standard. All vehicles under the Mass Management System (including equipment supplied by other parties) must have their suspension systems maintained and replaced according to the manufacturer or a qualified mechanical engineer's specification and taking into account the ARTSA Air Suspension Code.

RELEVANT DOCUMENTS:

- **HM5.4** **List of Approved Repairers V.1**
- **HH8.0** **Statement of Compliance V.1**
- **HM5.3** **Statement of Mechanical Experience/Competency V.1**
- **HM2.1** **Fault Reporting Slip**
- **HM5.2** **General Maintenance Log**
- **HH6.2** **Register of Defect/Infringement Notices for Suspension**
- **REF DOCS:** **ARTSA Air Suspension Code/Manufacturers' Service Manuals**

8.1. Major repairs or warranty work is carried out by approved repairers. Minor maintenance is carried out in house by either qualified mechanics or suitably experienced employees with a certificate of competency.

8.2. The HH qualified mechanic maintains & replaces all HH vehicle and trailers suspension according to the manufacture's specifications. This also takes into account the *ARTSA Air Suspension Code*.

8.3. All servicing and repairs are recorded in HH service logs for each specific truck and or trailer which is signed off by the qualified mechanic.

8.4. All Manufacturers specifications of suspension and vehicle technical information is available in Hawgood Haulage Mechanic's Reference Materials Area.

8.5. All drivers are required to confirm that all HH equipment is clear of any faults or mechanical issues at both the beginning and end of their shift.

8.6. Faults are reported by phone to the General Manager and also documented on the *Fault Reporting Slips* available in each vehicle/driver office area: these are to be submitted upon returning to the workshop at end of shift. The vehicle specific *General Maintenance Log* maintained by the Mechanic in the workshop. The Mechanic will make decisions regarding the urgency of the repair required on *The Fault Reporting Slip*. *The Mechanic or Workshop Manager will sign off/close out and date repairs as relevant. The Maintenance Log* is signed by the Mechanic or General Manager when the fault has been closed out.

8.7 A Register of any Vehicle Defect /Infringement Notices issued in relation to Suspension faults will be kept.

8.8 In the unusual situation where vehicles have been supplied by another party, Hawgood Haulage will obtain a statement of compliance for this vehicle that provides evidence that the suspension is maintained to the appropriate standard. This statement of compliance does not need to be carried in the vehicle. If the vehicle has been supplied by another party that has been nominated under the maintenance management module, a statement of compliance will not be required.