

National Heavy Vehicle Accreditation Scheme

MAINTENANCE MANAGEMENT MANUAL

FOR
**HAWGOOD HAULAGE PTY
LTD**

ABN: 69 304 269 026



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NHVAS MAINTENANCE MANAGEMENT PROFORMAS

NAME OF DOCUMENT	DOC #
ADMIN: MAINTENANCE MANAGEMENT <ul style="list-style-type: none"> Maintenance Accreditation Certificate & Manual Amendment Register v.2 (2023-2025) NHVAS Induction Approval Letter 	<p>..</p> <p>ADM3.6</p> <p>HMAR23</p>
STANDARD 1: DAILY CHECK <ul style="list-style-type: none"> Daily Vehicle Prestart Inspection Reference Driver Daily Worksheets 	<p>HM 1.0</p> <p>HH 4.1 – 4.3</p>
STANDARD 2: FAULT RECORDING & REPORTING <ul style="list-style-type: none"> Fault Reporting Slip Table of Tolerances 	<p>HM 2.1</p> <p>HM 2.2</p>
STANDARD 3: FAULT REPAIR <ul style="list-style-type: none"> Known Vehicle Fault & Repairs Register 	<p>HM 3.0</p>
STANDARD 4: MAINTENANCE METHODS & SCHEDULES <ul style="list-style-type: none"> Maintenance Service Schedule Service Checklists <ul style="list-style-type: none"> ➤ A Service Reference Checklist ➤ B Service Reference Checklist ➤ C Service Reference Checklist NHVR. Annual Inspection Checklists 	<p>HM 4.0</p> <p>HM 4.1</p> <p>---</p>
STANDARD 5: RECORDS & DOCUMENTATION <ul style="list-style-type: none"> Vehicle Inspection Monthly Summary General Maintenance Log Statement of Mechanical Expertise/Competency List of Approved Repairers Register of Defect Notices Issued Register of Employees/Contractors 	<p>HM 5.1</p> <p>HM 5.2</p> <p>HM 5.3</p> <p>HM 5.4</p> <p>HM 5.5</p> <p>ADM 09</p>
STANDARD 6: RESPONSIBILITIES <ul style="list-style-type: none"> NHVAS Management Tasks & Responsibilities Summary Company Duty Statements: Non-conformance Register - NCR Non-Conformance Warning Notice 	<p>ADM03</p> <p>ADM1.1 – 1.3</p> <p>ADM14.0</p> <p>ADM 14.1</p>

<p>STANDARD 7: INTERNAL REVIEW</p> <ul style="list-style-type: none"> • <i>Maintenance Quarterly Compliance Statement</i> • <i>Annual Internal Review Schedule</i> • <i>Annual Internal Review - Maintenance</i> 	<p>HM 7.1</p> <p>HM 7.2</p> <p>HM7.3</p>
<p>STANDARD 8: TRAINING & EDUCATION</p> <p><i>HH Driver Docs website (password Hawgood227)</i></p> <p>https://www.hawgoodhaulage.com</p> <ol style="list-style-type: none"> 1. <i>Our Company: Welcome to Hawgood Haulage</i> 2. <i>Induction & training overview</i> 3. <i>Driver Employment forms</i> 4. <i>HH Operating Procedures</i> 5. <i>HH Company Policies</i> 6. <i>NHVAS Accreditation Compliance</i> 7. <i>Safe Work Methods</i> 8. <i>Risk Scenarios</i> 9. <i>Driver Training Records (acknowledgment)</i> 10. <i>Useful resources (1&2)</i> 11. <i>Quick Reference Guides</i> 	

Opening Statement

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

Hawgood Haulage recording processes have been designed to address all requirements of the Maintenance Management Accreditation Scheme, and to ensure any maintenance issues are addressed in a prompt, professional and efficient manner. HH will also continue to review and improve its systems and processes. Any necessary amendments will be documented in this manual.

➤ ***HMAR23 : Amendment of Records Register V.2***

Maintenance Management 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 are on hand and available to all Management and staff at all times

Company Details

Business Name: Hawgood Haulage Pty Ltd
Type of Business: Heavy 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: Ross G Hawgood
Mobile: 0412 722 533
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/view/html/inforce/current/act-2003-027#>
- HH induction procedures and ongoing training ensure safe operation of all equipment and professional staff behaviour: this includes adherence to company policies relating to speeding, drug, alcohol, and any other illegal or dangerous behaviour.
 - <https://www.qld.gov.au/transport/safety/road-safety>
 - <https://www.nhvr.gov.au/safety-accreditation-compliance>

Company Policies:

- 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 Responsibility*
- HH will follow its termination process if required under the Fair Work Small Business Fair Dismissal Code: [Small-Business-Fair-Dismissal-Code-2011.pdf](#)

1. Daily Pre-Start Maintenance Check

The Maintenance Management System must include a daily check for each vehicle when it's in use. The daily check is a documented instruction for basic safety checks. The operator must define when the inspection is carried out, by whom and how it is recorded. The person completing the daily check must acknowledge the vehicle to be safe to the limits of the inspection.

1. Hawgood Haulage requires all drivers to conduct prestart vehicle inspection at the commencement of each working day. To carry out this inspection, they are to refer to the **Daily Vehicle Prestart Inspection Reference** and sign the **Driver Daily Worksheet** to certify that:
 - The vehicle is safe to drive within the limits of their qualifications and experience.
 - They are “Fit to Drive”: being free from drugs, alcohol and fatigue.
 - Their driver’s license is correct and current.
2. Any faults found during this prestart inspection must be noted on a **Fault Reporting Slip** and Management notified prior to commencing work. Management will advise whether the vehicle is to be put “off road” or referred to an **Approved Repairer**. If the fault is deemed by Workshop Management to be “minor” and within “Tolerance,” the driver may continue to work and the fault will be monitored or repaired at the end of the working day. Decisions regarding the fault are to be recorded on the **Fault Reporting Slip** and then fault repair procedures followed as in the procedures outlined below.
3. Each week, Administration will check that all **Driver Daily Worksheet** details have been correctly completed & fault reporting procedures have been followed. A **Maintenance Non- Conformance Warning Note** is issued to any employees who have failed to complete this procedure correctly.

Relevant Documents:

- | | |
|-----------|---|
| ➤ HM1.0 | Daily Vehicle Prestart Inspection Reference |
| ➤ HH4.1 | Driver Daily Worksheet |
| ➤ HM2.1 | Fault Reporting Slip |
| ➤ ADM14.1 | Maintenance Non- Conformance Warning note |

2. Fault Reporting and Recording

The driver should be able to record and report any recognisable fault on hauling or trailing equipment that occurs during the course of a journey, so it may be assessed and rectified.

1. **WRITTEN REPORTING OF A FAULT:** If a vehicle fault occurs whilst on road, the driver must note the specific fault on a ***Fault Reporting Slip*** which are carried in the truck and also available in the Driver Office area of the workshop.
2. **NOTIFY MANAGEMENT:** The driver is to notify Management by phone as a priority.

3. Fault Repairs

The Maintenance Management System provides for the identification, assessment and action on reported faults

1. **CLASSIFYING URGENCY OF FAULT:** After advising Management of the fault, they are to follow the instructions provided to ensure the safety of themselves, others and the vehicle road worthiness.
2. Faults that are deemed by Management to be “major/serious” & need immediate attention, will result in the vehicle being put “off road” and sent to either the HH workshop or referred to an ***Approved Repairer***. ***Faults that affect braking, steering or suspension will be deemed as serious and will be attended to immediately.***
3. Other minor faults will be attended to by HH staff upon the vehicle returning to the workshop at the end of the day.
4. The Workshop Manager and /or General Manager of Hawgood Haulage will clearly identify and assess the nature & priority of each fault, including monitoring upper limits and the appropriate action required. **The Workshop Mechanic or General Manager will be classify the Fault as MAJOR/URGENT (red); MONITOR (yellow) or MINOR (green)**
5. **ACTIONING REPAIR OF A FAULT:** Decisions regarding the immediate repair or further monitoring of faults will be recorded on the ***Fault Repair slip*** by Workshop Staff and also recorded on the ***Known Vehicle Fault & Repair Register*** by Admin Staff. All noted faults will be actioned according to Management’s instructions to the provider of the repair/maintenance/preventative services.

6. **CLOSING OUT OF FAULT:** When any known fault has been repaired & tested, the Workshop Manager or General Manager will sign and date the ***Fault Repair Slip*** confirming the closing out of this fault. The closing out date will also be recorded on the ***Known Vehicle Fault & Repair Register*** by Admin and ***Fault Repair Slips*** will be filed under the Maintenance Records of the specific vehicle.

Relevant Documents:

- *HM2.1 Fault Reporting Slip*
- *HM2.2 Table of Tolerances*
- *HM3.0 Known Vehicle Fault & Repair Register*
- *HM5.4 List of Approved Repairers*

4. Scheduled Maintenance and Methods

The Maintenance Management System must include periodic maintenance schedules, with identified service periods, that describe the tasks to be completed. This standard provides evidence that a vehicle is being systematically maintained. This could be through a series of work schedules related to the various vehicle components. Within the maintenance schedules, or available to the maintenance provider, will be a description of the items for inspection, service, repair or the components to be replaced.

1. Hawgood Haulage suitably qualified or experienced Maintenance Staff and **Approved Repairers** will maintain all maintenance managed vehicles and conduct vehicle servicing with reference to the **Service Checklist – A, B & C**

A	B	C
EVERY 10,000 -15,000km	EVERY 30,000 -35,000km	ANNUALLY IN DEC/JAN OR @100K – 120,000km Incl NHVR Annual Inspection
Trailers: A services with each A & B prime mover service		

2. Workshop & Admin staff will monitor these due dates through odometer readings collected from the **Driver Daily Worksheet**. As a vehicle approaches the need for a service, as outlined by the **Service Checklist** guidelines, admin will highlight the vehicle/s that are due for servicing on the **Maintenance Service Schedule** which reminds the Workshop Manager of this approaching service requirement.
3. Upon the servicing being completed, details of the work carried out on the vehicle will be recorded in the **General Maintenance Log Book**; *noted as completed on the Service Schedule and in the case of a “C Service” complete a C Service Checklist.*
4. All NHVAS nominated vehicle will undergo an annual mechanical inspection that is at least equal to the inspection conducted by a road authority and by a suitably qualified person. The details will be recorded using the approved NHVR Heavy Vehicle Inspection Checklist

Relevant documents

➤ HM2.2	Table of Tolerances & Wear Limits
➤ HM4.0	Maintenance Service Schedule
➤ HM 4.1	Service Checklists A, B, C
➤ HM5.2	General Maintenance Log
➤ HM5.3	Statement of Mechanical Expertise/Competency
➤ HM5.4	List of Approved Repairers
➤ HH4.1	Driver Daily Worksheet
➤ NHVR.	Annual Heavy Vehicle Inspection Checklist

5. Records and Documentation

Keeping and preserving relevant records is essential to demonstrate to effective operation of the Maintenance System.

Records pertaining to the current Audit Period will be stored for 5 years.

1. **Driver Daily Worksheet: (HH4.1):** signed for certification of driver being “fit for duty” and that daily vehicle inspection has been completed.
2. **Vehicle inspection Monthly Summary: (HM5.1)** records all daily prestart checks of Hawgood Haulage vehicles
3. **Known Vehicle Fault Report & Repairs Register: (HM3.0):** all vehicle faults recorded, reviewed, actioned, then signed off by Management. This register keeps a historical summary of all maintenance work carried out on Hawgood Haulage vehicles in any given month, including work carried out by Approved Repairers.
4. **Mechanic Service Schedule & General Maintenance Logs** document odometer readings and services due/completed as well as other repair work completed in the Hawgood Haulage workshop. Each log is vehicle specific.
5. **Maintenance Quarterly Compliance Review (HM7.1):** summarizes data for the quarter in regards to number of vehicles, number of services carried out or late/missed; number of prestart inspections carried out.
6. **Statement of Competency/Experience(HM5.3):** All persons servicing equipment within the Hawgood Haulage workshop will have a statement signed by a Director that authorises that the employee has appropriate experience and competency level of a to work on Hawgood Haulage vehicles. This Statement of Competency will be kept in their personnel file.

7. **Vehicle Register (HH2.1) & Suspension Register (HH2.2):** contain the current list of vehicles registered under Hawgood Haulage Maintenance Accreditation and includes details of:

- Name of owner
- vehicle make/model;
- VIN unique identifier
- manufacturer
- year of construction
- registration number
- state of registration
- type of unit
- vehicle tare weight
- manufacturer's technical specifications: GVM/GCM/ATM
- NHVAS label number
- Date of joining & exiting NHVAS Maintenance Management Scheme

8. A **register of any defect notices (HM5.5)** issued against a Hawgood Haulage vehicle for contravening regulation standards will be kept and will detail:

- Registration and VIN of the relevant vehicle
- Date, time and place that notice was issued
- Description of the defect
- Date that defect must be repaired by
- Who conducted the repairs
- Date the repair was completed
- Authorised entity that cleared the notice.

9. A **register of employees (ADM 09)** and contracted staff under the Accreditation will be kept and regularly updated.

Relevant Documents:

- HH4.1 *Driver Daily Worksheet*
- HM5.1 *Vehicle Inspection Monthly Summary*
- HM3.0 *Known Vehicle Fault Report & Repairs Register*
- GML *General Maintenance Log*
- HM7.1 *Maintenance Quarterly Compliance Review*
- HM5.3 *Statement of Competency/Experience*
- HM2.1 *Vehicle Register*
- HM2.2 *Suspension Register*
- HM5.5 *Register of Defect Notices*
- ADM09 *Register of Employees*

6. Responsibilities

The authorities, responsibilities and duties of all positions involved in the management, operation, administration, participation and verification of the Maintenance Management System are current, clearly defined and documented. Responsibility for each operation included in the Maintenance Management System is to rest with an appropriate person within the road transport operation, as nominated by the operator.

All new employees must be inducted into the Hawgood Haulage Maintenance & Fault Reporting Procedures & then sign a ***Duty Statement*** which specifies their duties under the HH Maintenance Management NHVAS. A summary of these roles is documented in the ***NHVAS Management Tasks & Responsibilities (ADM03)***

GENERAL MANAGER

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

- ADM1.1 *Duty Statement of General Manager*

ADMINISTRATION

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

- ADM1.2 *Duty Statement of Administrators*

DRIVERS

Drivers will complete the *driver daily worksheets* 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.

- ADM1.3 *NHVAS Duty Statement Drivers*

WORKSHOP MANAGER/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 Maintenance Management Scheme. This includes liaising with General Manager in regards to referring any repairs to external Approved Repairers.

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

- ADM1.4 *Duty Statement of Mechanic*

7. Internal Review

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

HH will appoint an objective party to conduct an internal review annually in September as per the **Annual Internal Review Schedule**. **This Annual Internal Review** is to monitor whether HH training, vehicle maintenance procedures and reporting processes are compliant with our Maintenance Management Manual.

At this time HH will identify any changes necessary to improve the Maintenance Management systems and processes. Findings and recommendations will be reported to the Directors so that the appropriate modifications/training can be implemented. Non-conformances will be documented and the action to be taken to correct them.

Outside of the Internal Review, Non-conformances may be detected and reported at any time by any staff member (e.g., checking paperwork in the office/driver detected overloading etc.). Non-conformances will be brought to the attention of the relevant employees by text or phone call and a formal **Warning Note (ADM 14.1)** may be issued as required. of A **Quarterly Compliance Statement** will be generated as a summary of all these review processes.

HH Internal review process use the criteria outlined in the National Heavy Vehicle Accreditation Scheme Standards as guidelines for the review process.

Record of any changes to documents and procedures and that the original documents and procedures will be kept for external audit purposes.

The Quarterly Compliance Summary Statement will include information relating to the total number of:

- vehicles in the nominated fleet,
- daily checks conducted over the period,
- instances where the check was not completed,
- services and total number of instances where services were not carried out at the recorded intervals,
- fault repairs and instances where faults were not closed out,
- defect notices for vehicles not complying with vehicle standards regulations
- infringement notices issued for vehicles not complying with standard regulations.

Relevant Documents:

- | | |
|---------------|--|
| ➤ HM7.1 | <i>Quarterly Compliance Statement (Maintenance)</i> |
| ➤ HM7.2 | <i>Annual Internal Review Schedule (Maintenance)</i> |
| ➤ HM7.3 | <i>Annual Internal Maintenance Review</i> |
| ➤ ADM 14/14.1 | <i>Non-Conformance Register/Warning Note</i> |

8. Training and Education

People who hold a position of responsibility under the Maintenance Management System are trained in, and familiar with, the specific policy, procedure and instructions they are to carry out.

All directors, management, employees, casuals are inducted into HH Maintenance Management Procedures.

All Maintenance Management and safety procedures, training materials and documentation are available on the HH Driver Docs Website or may be requested as a hard copy if necessary. Acknowledgement records of training completion and understanding is recorded electronically.

Any approved changes to HH Maintenance Management systems will be documented in an office memo & distributed to relevant staff as a matter of priority; and may be followed up with further explanation with a staff meeting.

Relevant Documents:

- POL1.4.1 *Chain of Responsibility*
- POL1.4.2 *Safety Management*
- ADM03 *NHVAS Tasks & Responsibilities Summary*
- HH1.1-1.4 *Duty Statements*
- ADM3.2 *Maintenance Responsibilities for Drivers*
- ADM3.5 *Interception Book*
- ADM3.6 *Induction Approval Letter*
- ADM14 *Non-conformance Register*
- ADM14.1 *Non-Conformance Warning Notice*
- Website 5.2 *Driver training records - Maintenance*

