

Transport Safety Management System Procedure 12 Monitoring, Measurement and Evaluation



1. Context

Clenton's Transport will achieve the objectives of our Transport Safety Policy by ensuring monitoring, measurement and evaluation methods are conducted which includes where Clenton's Transport evaluates the performance and the effectiveness of the Transport Safety Management System (TSMS) and retains appropriate documented information as evidence of the results.

This procedure applies to a program of Monitoring, Measurement and Evaluation methods which include:

- Evaluation of compliance with legal requirements and other requirements
- Inspections
- Auditing
- Nonconformity and Corrective Actions
- Management Review
- Continual Improvement

2. Scope

This procedure applies to all Clenton's Transport's operations, transport activities and associated persons and contractors, including:

- Direct employees involved in the CoR;
- Contractors and supply chain partners whose activities are directed by, or may impact upon our operations and employees, including risk management processes; and
- Drivers and contracted drivers of heavy vehicles driving for, or on behalf, of us.

3. Primary Duty

HVNL requires as a primary duty that, as far as reasonably practicable, each party in the CoR for a heavy vehicle, including Clenton's Transport, will:

- ensure the safety of the party's transport activities relating to the vehicle;
- eliminate public risks and, to the extent it is not reasonably practicable to eliminate public risks, minimise the public risks; and
- ensure the party's conduct does not directly or indirectly cause or encourage a party of the CoR and drivers:
 - to contravene the HVNL;
 - exceed any speed limit applying to the driver; or
 - induce or cause another person and party in the CoR to contravene the HVNL.

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4. Specific HVNL CoR Duties

In meeting our duties, we will always ensure in what we control or influence, that we:

- Do all that is reasonably practicable to ensure safety within our transport activities;
- Ensure our transport activities by act or omission do not create a risk to transport safety;
- Establish and implement the risk management framework;
- Provide information on hazards and risks to all relevant parties;
- Provide training and instruction to employees and relevant others on hazard control;
- Provide approved control methods to control the risks identified; and
- Monitor CoR related hazards and risks and the effectiveness of the selected controls

Clenton's Transport and CoR related parties will meet obligations under HVNL, as described in our CoR Policy, by managing risk associated with:

- Mass and Dimension Management
- Load Restraint Management
- Speed and Fatigue Management
- Maintenance Roadworthiness and Heavy Vehicle Standards Management

to ensure potential risks are minimised as far as reasonably practicable.

5. Acronyms, Definitions and References

CoR: Chain of Responsibility

CoR Parties are described in the CoR Policy of our CoR Management System (CoRMS) and include Registered Operator, Prime Contractor, Transport Operator, Consignor/Consignee, Loading Manager, Loader and Unloader, Scheduler, Packer and responsible persons.

HVNL: Heavy Vehicle National Law

NHVAS: National Heavy Vehicle Accreditation Scheme

Transport activities under HVNL means activities, including business practices and making decisions, associated with the use of a heavy vehicle on a road

Monitoring - Can involve continual checking, supervising, critically observing or determining the status in order to identify change from the performance level required or expected.

Measurement - Involves the assignment of numbers to objects or events and is the basis for quantitative data.

Analysis - Is the process of examining data to reveal relationships, patterns and trends. This can mean the use of statistical operations, including information from other similar organizations, to help draw conclusions from the data. This process is most often associated with measurement activities.

Evaluation - Performance evaluation is an activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve the established objectives of the Integrated Management System (IMS).

Audit - A systematic and independent examination to verify by examination or evaluation of objective evidence the adequacy of and compliance with established systems. An audit is conducted against defined standards. An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

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Internal Audit - An internal audit is conducted by the organization itself, or by an external party on its behalf.

Nonconformance - A nonconformance is a deviation from a specification, procedure, a standard, or an expectation. Nonconformity relates to requirements in the standards and additional Integrated Management System (IMS) requirements that an organization establishes for itself.

Corrective Action - Any action taken to eliminate or remedy an undesirable situation or condition and to prevent recurrence

Preventive Action - Preventive Action is a proactive process and is initiated to stop a potential problem from occurring or from becoming too severe.

Management Review - Cross-functional review by an organization's top management which takes place at regular intervals aimed to assess the organization success at achieving objectives established thus ensuring its continued suitability, adequacy and effectiveness and to take action to correct it when necessary.

REFERENCES for this procedure include:

[Heavy Vehicle National Law \(NSW\) No 42a](#)

6. Procedures

6.1 Evaluation of Compliance with Legal and Other Requirements

- 6.1.1 Clenton's Transport shall plan, establish, implement and maintain a process for evaluating compliance with applicable CoR legal requirements and other requirements
- 6.1.2 Clenton's Transport shall ensure a formal review of the relevant CoR legislative compliance is conducted on an annual basis and a report is developed in accordance with the requirements of Procedure 6.5 Management Review.

6.2 Inspections

- 6.2.1 Inspections are an important part of any organisational CoR program and are carried out for the following basic reasons:
 - To check specific conditions while at the same time checking actual performance against predetermined standards to confirm if acceptable conditions are being achieved.
 - To monitor and evaluate the performance and compliance against organisational policies, procedures and other predetermined requirements.
 - To identify hazards and workplace practices which have the potential to cause an accident, injury or harm to the environment.
- 6.2.2 Inspections are conducted which include:
 - Load Inspection- Driver Inspection
 - Trailer and Truck Service Inspection
 - Mandatory Daily Vehicle Checks
- 6.2.3 When any corrective and preventive actions are required from the Inspections, the inspector shall record the details on the Non-Conformance Report in accordance with Procedure 6.4 Nonconformity and Corrective Actions.

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6.3 Auditing

6.3.1 The purpose of this procedure is to support continuous improvement by ensuring audits are conducted at planned intervals to provide information on whether that the Traffic Safety Management System (TSMS):

- Conforms to the requirement of CoR laws/standards and is effectively implemented and maintained;
- Conforms to the organisations own planned arrangements;
- Has been properly implemented and maintained;
- Is effective in meeting Clenton's Transport policies as well as objectives and targets for continual improvement.

This applies to the planning, implementing and maintaining an audit program including the frequency, methods, responsibilities, consultation, planning requirements and reporting, which shall take into consideration the importance of the processes concerned and the results of previous audits.

6.3.2 Clenton's Transport shall prepare a schedule of planned audits which shall be developed, based on an evaluation of the importance of specific TSMS processes, the results of previous audits and significant TSMS risks associated with the business or site.

6.3.3 The schedule of Internal (first party) audits shall include:

- Implementation of the Transport Safety Policies and Procedure requirements across the organisation;
- The requirements of the CoR laws/standards performance standards and compliance review of the relevant legislative compliance.
- In addition to being subject to routine monitoring, the CoR compliance performance of all parties in the Chain and any contractors/subcontractors should be periodically audited.

6.3.4 External qualified/accredited auditing can provide greater assurance of CoR compliance. Periodic external auditing should be considered where appropriate.

6.3.5 Unscheduled audits may be initiated by Clenton's Transport at their discretion in response to trends of non-conformance or incidents point to a potential deficiency.

6.3.6 Follow-up audits may be conducted where instances of non-conformance are detected, and the auditor considers it necessary.

6.3.7 The auditor(s) appointed shall be suitably trained and shall be selected to ensure objectivity and the impartiality of the audit process.

6.3.8 Clenton's Transport shall ensure the results of the audits are reported to relevant managers; and ensure that relevant audit results are reported to workers, and other relevant interested parties and

6.3.9 The results of the audits are reported to the Senior Management Team in accordance in accordance with Procedure 6.5 Management Review.

6.3.10 When any corrective and preventive actions are required from the Audits the auditor shall record the details on the Non-Conformance Report in accordance with Procedure 6.4 Nonconformity and Corrective Actions.

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6.4 Nonconformity and Corrective Action

- 6.4.1 Clenton's Transport shall ensure corrective and preventive actions are taken in the event of a non-conformance, and to take action to control and correct it; and deal with the consequences which is designed to eliminate the chance of a similar event in the future and must "retain" documented information as evidence of the nature of the nonconformities and any subsequent actions taken and results of any corrective action.
- 6.4.2 This applies corrective actions taken which is designed to eliminate the chance of a similar event in the future on any reported non-conformances and potential non-conformances, regardless of how they are detected, in all our activities.
- 6.4.3 Opportunities to identify corrective and preventive actions may include:
- Workplace inspections;
 - Audits;
 - Consulting with staff;
 - Hazard, environmental and quality reporting;
 - Complaints from clients, contractors, suppliers, staff, public and others;
 - Testing, inspecting, and monitoring of plant and equipment;
 - Reviewing system failures.
- 6.4.4 When any corrective and preventive action is required, the details shall be recorded on the Non-Conformance Report.
- 6.4.5 The Non-Conformance Report is issued to the appropriate person for addressing the corrective action.
- 6.4.6 When actions have been completed the Non-Conformance Report shall be completed and returned to the originator.
- 6.4.7 All Non-Conformance Reports shall be recorded on the Non-Conformance Register.
- 6.4.8 All Non-Conformance Reports shall be reviewed in accordance with Procedure 6.5 Management Review.

6.5 Management Review

- 6.5.1 Clenton's Transport shall plan and Senior Management TSMS Review Meetings to review the organisations TSMS performance against stated objectives.
- 6.5.2 The review Agenda Items shall consider:
- The status of actions from previous management reviews;
 - The status of Non-conformance reports;
 - Performance statistics;
 - Result from audits;
 - The continuing suitability of the TSMS in relation to changing conditions and information;
 - CoR, Workplace health and safety, environment and quality performance reports;
 - Changes to regulatory requirements;
 - Contractor performance.

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- 6.5.3 Records of completed management review(s) shall be retained and shall include:
- Decisions and actions relating to possible changes to policy(ies), objectives and targets.
 - Information relating to revised risks and any proposed treatment and controls.
 - Improvement suggestions for inclusion into future management plans.
 - Any other alternation, modification and improvement to the TSMS that demonstrates a commitment to continual improvement.
 - Relevant outputs from the management review(s) shall be made available for communication and consultation throughout Clenton's Transport.

6.6 Continual Improvement

- 6.6.1 Clenton's Transport has established and maintains processes throughout the Transport Safety Management (TSMS) and shall continually improve the suitability, adequacy and effectiveness of the TSMS.
- 6.6.2 Clenton's Transport shall consider the results of analysis and evaluation, and the outputs from Procedure 6.5 Management Review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.
- 6.6.3 As part of continual improvement processes, Clenton's Transport promotes a culture that supports the Transport Safety Policy and promotes the participation of workers in implementing actions for the continual improvement of the TSMS.
- 6.6.4 Clenton's Transport shall communicate the relevant results of continual improvement to workers, and, where they exist, workers' representatives and shall maintain and retain documented information as evidence of continual improvement.
- 6.6.5 Examples of continual improvement issues include, but are not limited to:
- New technology;
 - Good practices, both internal and external to the organisation;
 - Suggestions and recommendations from interested parties;
 - New knowledge and understanding of occupational health and safety-related issues;
 - New or improved materials.

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7. General Responsibilities

Owner/Employer

The Executive Officer is primarily responsible for ensuring monitoring, measurement and evaluation methods are conducted which includes where Clenton's Transport evaluates the performance and the effectiveness of the Integrated Management System (IMS) and retains appropriate documented information as evidence of the results.

The Executive Officer will allocate suitable resources and ensure that, appropriate systems are implemented, monitored and, where required, the necessary changes made.

In doing this they must:

- Establish and implement the monitoring, measurement and evaluation framework
- Allocate resources (personnel and financial) to implement the Framework
- Define and communicate responsibilities and accountabilities to managers and supervisors and other relevant personnel

Managers and Supervisors (also Executive Officer under HVNL)

Managers and supervisors are responsible for ensuring the implementation of monitoring, measurement and evaluation practices into the day-to-day operations of the organisation. Managers will ensure that:

- Ensure the monitoring, measurement and evaluation procedures are effectively implemented and followed within their area of control;
- Employees, contractors and CoR parties are consulted in relation to managing CoR Related monitoring, measurement and evaluation programs;
- Any recommended and accepted improvements are implemented, monitored and evaluated to ensure effectiveness and to prevent a recurrence.

Employees, Contractors and Supply Chain Partners

Employees, contractors and supply chain partners will be informed of Clenton's Transport's CoR monitoring, measurement and evaluation procedures and are expected to comply, assist and contribute to our activities, duties and programs. Relevant persons will be provided with applicable training, and adequate supervision to assist in meeting our HVNL and CoR compliance and monitoring, measurement and evaluation procedures requirements.

8. Related Policies

This procedure has been developed in conjunction with our Risk Management Policy and the overarching Transport Safety Policy. It is consistent with the requirements of HVNL legislation.

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9. Supporting Forms/Record Keeping

Forms generated by this procedure and other related records are listed below.

Title or group of documents	Location	Responsible Party or Role	Minimum Retention Period
Non-Conformance Report (NCR)			
Non-Conformance Register			
CoR System Audit			
Audit Register			
Records of completed management reviews			

10. Procedure Quality Control

Policy:	Policy 01 Transport Safety Policy
Compiled By:	
Groups Consulted:	
Approved By:	
Date:	12/20
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