



Way back when.....

Compliance =

Συμμόρφωση

(its all Greek to me)



Compliance =
risk management;

- (that's what the commercial guys really understand as 'protecting them' against unexpected cost blowouts - due to preventable incidents).

**‘We hear lots about your responsibilities’
(COR, OSH, Fatigue) - but how do you comply?**

A: look to ask yourself how do I meet the critical control points of each area.

Notes:

Too many operators treat the collection of data as a tick & flick exercise, and hope they pass the next audit; - what should be happening is a review of the performance of each area & put in place strategies that promote a change of culture.

You need to do all these things, so when things go wrong,
- your best steps defence are in order:



June 2013

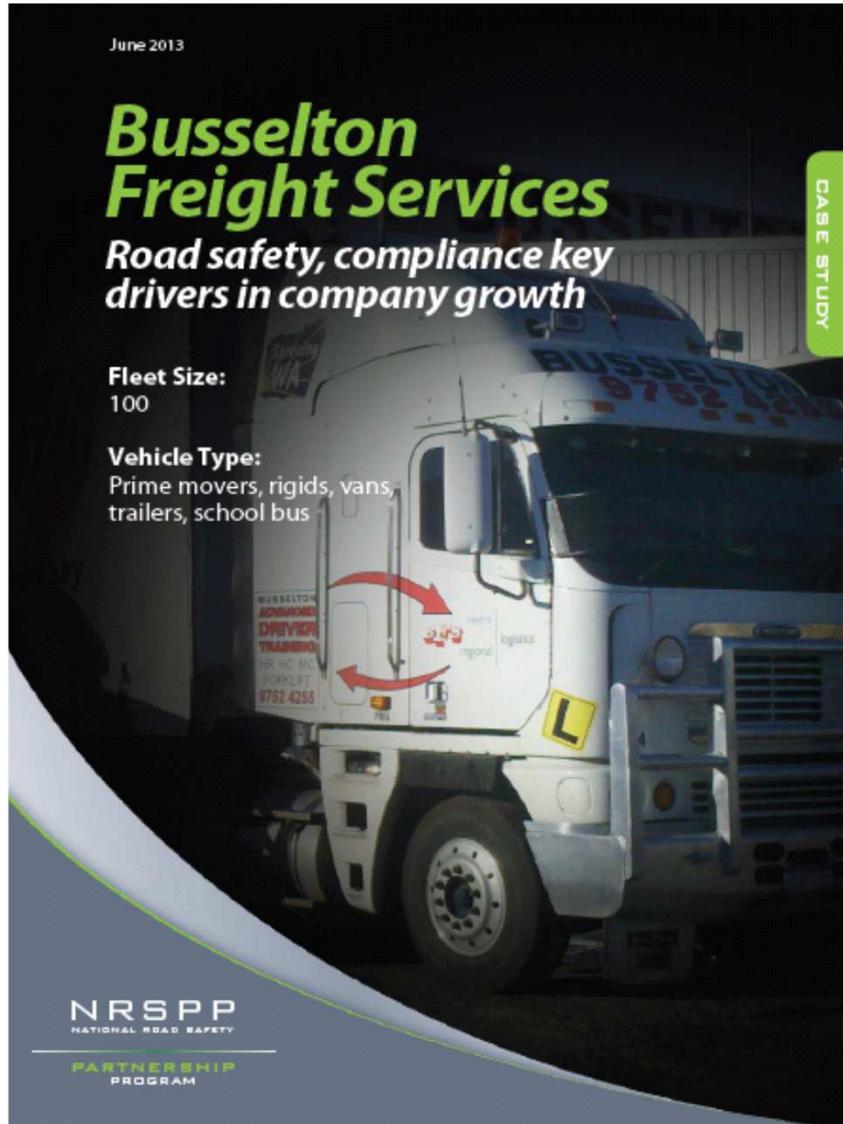
Busselton Freight Services

*Road safety, compliance key
drivers in company growth*

CASE STUDY

Fleet Size:
100

Vehicle Type:
Prime movers, rigids, vans,
trailers, school bus



NRSP
NATIONAL ROAD SAFETY

**PARTNERSHIP
PROGRAM**

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Organisation:	Busselton Freight Services
Fleet Size:	100
No of Staff:	(2012) 50 plus 50 sub-contractors

Case Study:

Safety and compliance culture creates commercial success **Key Outcomes:**

- Managerial support is crucial.
- Fostering a culture of compliance is worth the financial impost.
- Compliance and thorough inductions reduce incidents and therefore costs.
- Buddy training for new drivers significantly reduces accidents.
- Safety initiatives provide financial benefits, including reducing insurance and workers compensation costs.
- A zero tolerance drug and alcohol policy creates a safer fleet and reduces incidents.

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Driver Training

Busselton Freight's driver training initiatives were borne out of grass roots thinking, and an internal desire to insert a training regime into the business.

- Buddy training, where new drivers are paired with experienced drivers for their first two weeks, is one of BFS' key safety initiatives and has helped reduce vehicle accidents and driver injury.
- Busselton Advanced Driver Training (BADT) driving instructors regularly assess each of its drivers and subcontractors.
- BADT also provides training and assessment for clients in the competencies of
 - HR (Heavy Rigid)
 - HC (Heavy Combination)
 - MC (Multi Combination)
 - High Risk: (Forklift) LF

I personally recommended NTI insure BFS as I have confidence in the way the business is managed. I do sometimes use BFS as an example of a well managed company when discussing general safety with others because the organisation is good at what it does.

- **NTI Risk Surveyor**

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Monitoring and Surveillance

- BFS driver trainers will follow a vehicle, using the remote control camera to monitor driving practices.
- Drivers are informed that they will be monitored.
- That footage is put on a PowerPoint display at the despatch desk so drivers can see their own driving behaviour.

- I identified Busselton Freight Services as one of the outstanding transport companies that I have audited in the past fifteen years. Your developing innovation, technology and support to IGA as a transport provider most certainly will reduce their risk and increase their reasonable steps defence under Chain of Responsibility.

Richard Cleaver
Road Transport Accreditation Services

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Compliance

Busselton Freight Services recognises that although a high level of scrutiny does come at a financial cost, the benefit is that this compliance influences all other areas of the business, and contributes to an overall culture of compliance.

BFS engages in several third party audits each year including;

- MRWA accreditation
- HACCP
- PTA (School Buses)
- RLSC (Chain of Responsibility)
- WA Department of Transport (Driver and Vehicle Services)

- BFS also has a zero-tolerance drug and alcohol policy.

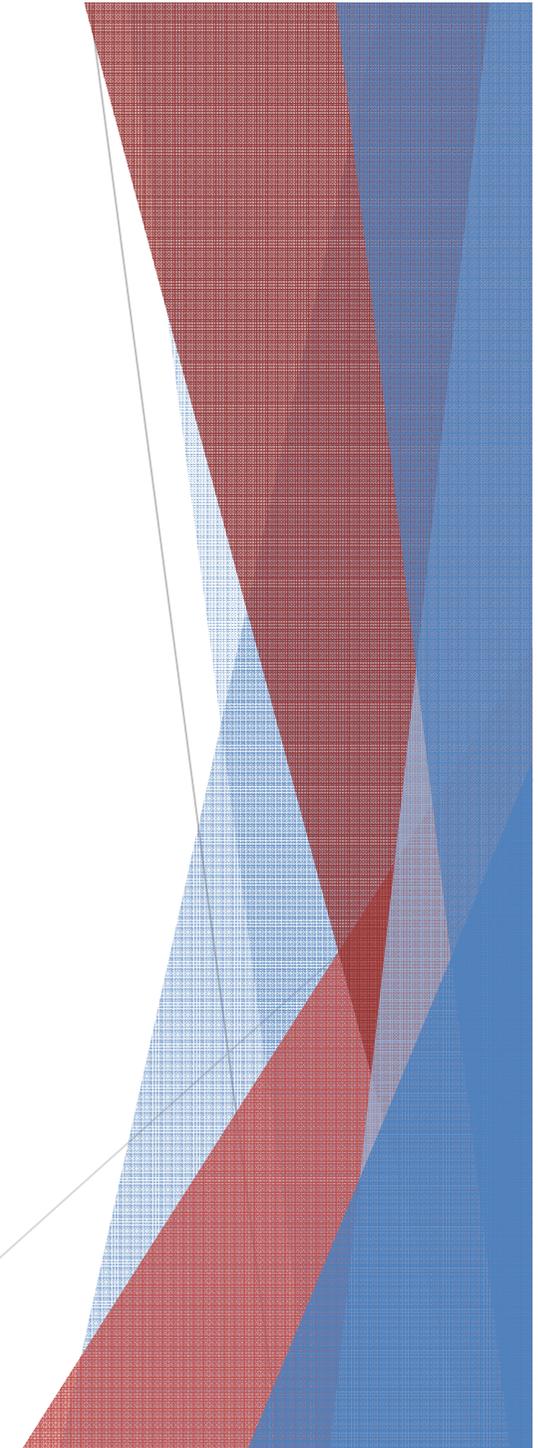
- All subcontractor vehicles undergo annual vehicle roadworthy inspections.

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Compliance cont.

- Another key driver was the impending introduction of Chain of Responsibility legislation.
- BFS took proactive steps and introduced policies and procedures to address the required duty of care created by the new legislation.
- It became an opportunity to implement robust systems and processes in its line of service and secured a strong niche for the company.

All BFS trailers carry customer branding so there is also a commercial imperative to protect our client's brand.



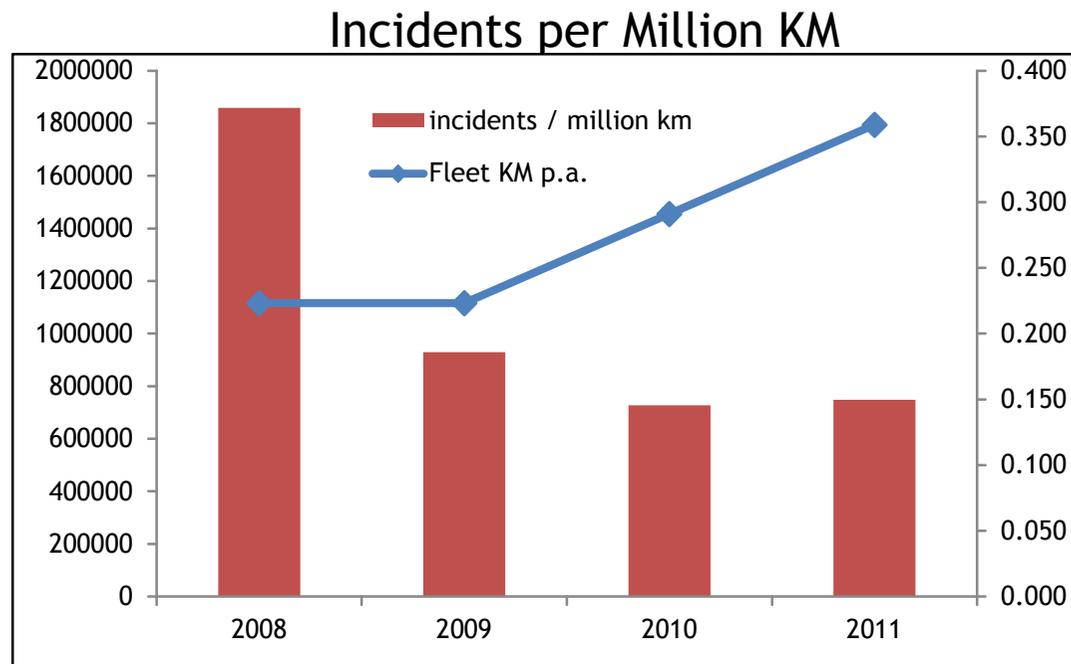
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Results

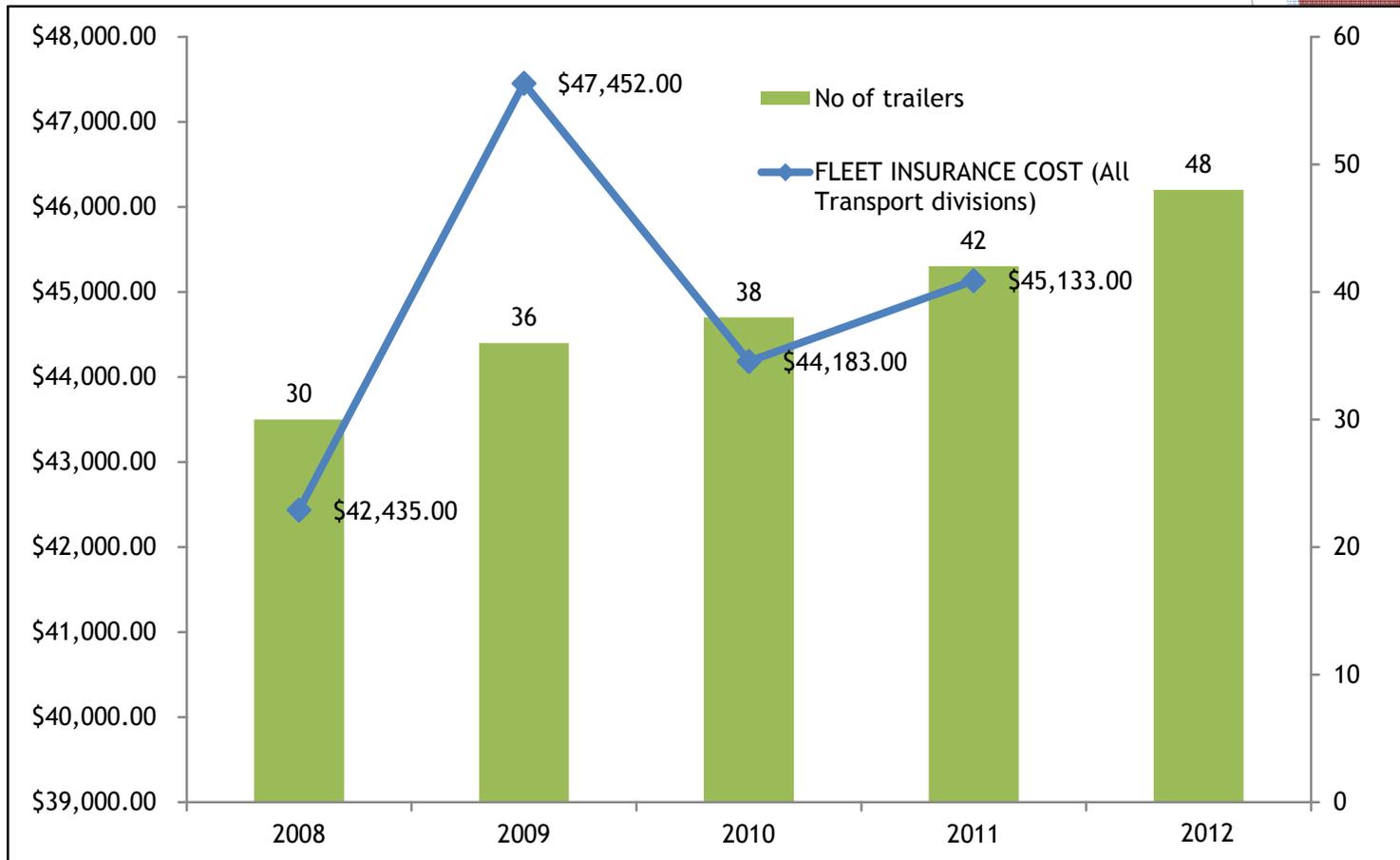
The bottom-line benefits of Busselton Freight Services' training, safety and compliance culture have been seen across the business, particularly through reductions in crash frequency, workers compensation costs and insurance premiums:

- Real wins for BFS are evident in incident frequency and fatigue management;
- Results from BFS initiatives have been positive with reductions in overall insurance costs per kilometre travelled;
- BFS Compliance Department costs have continued to taper as systems adherence with personnel takes hold - even as the business continues to expand; and
- Workers compensation claims are relatively flat, despite subcontractor numbers increasing substantially.



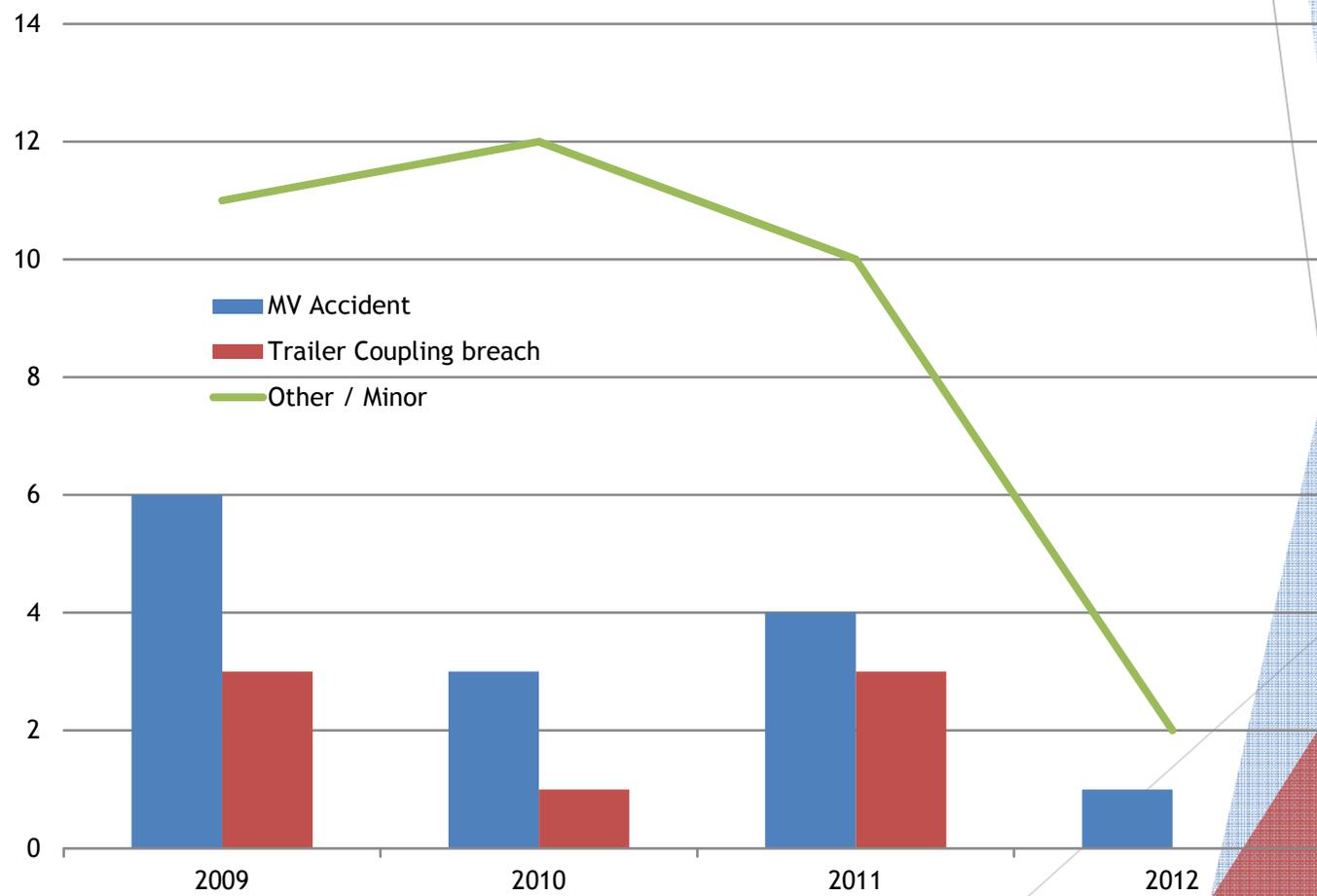
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Insurance vs Trailers

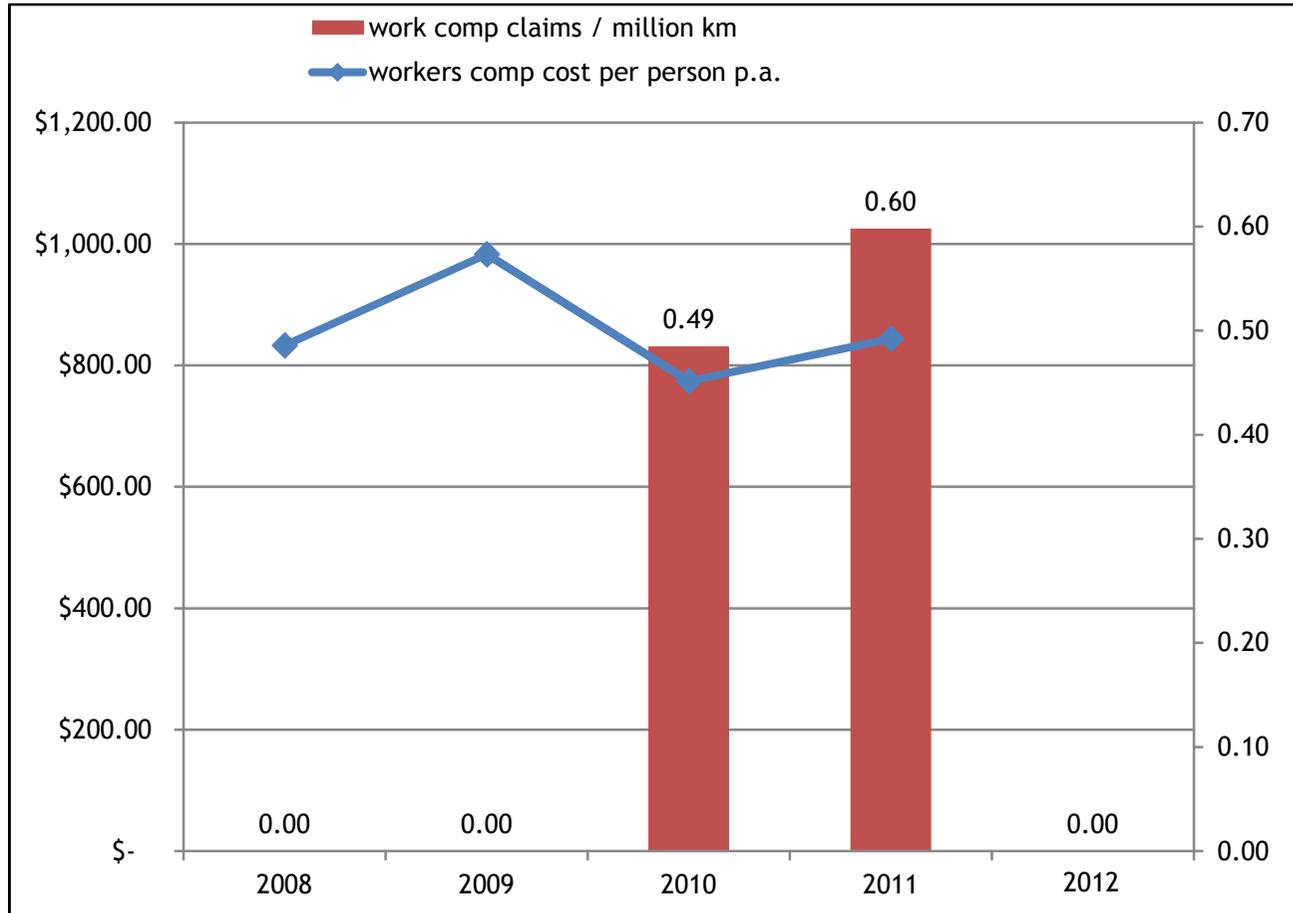


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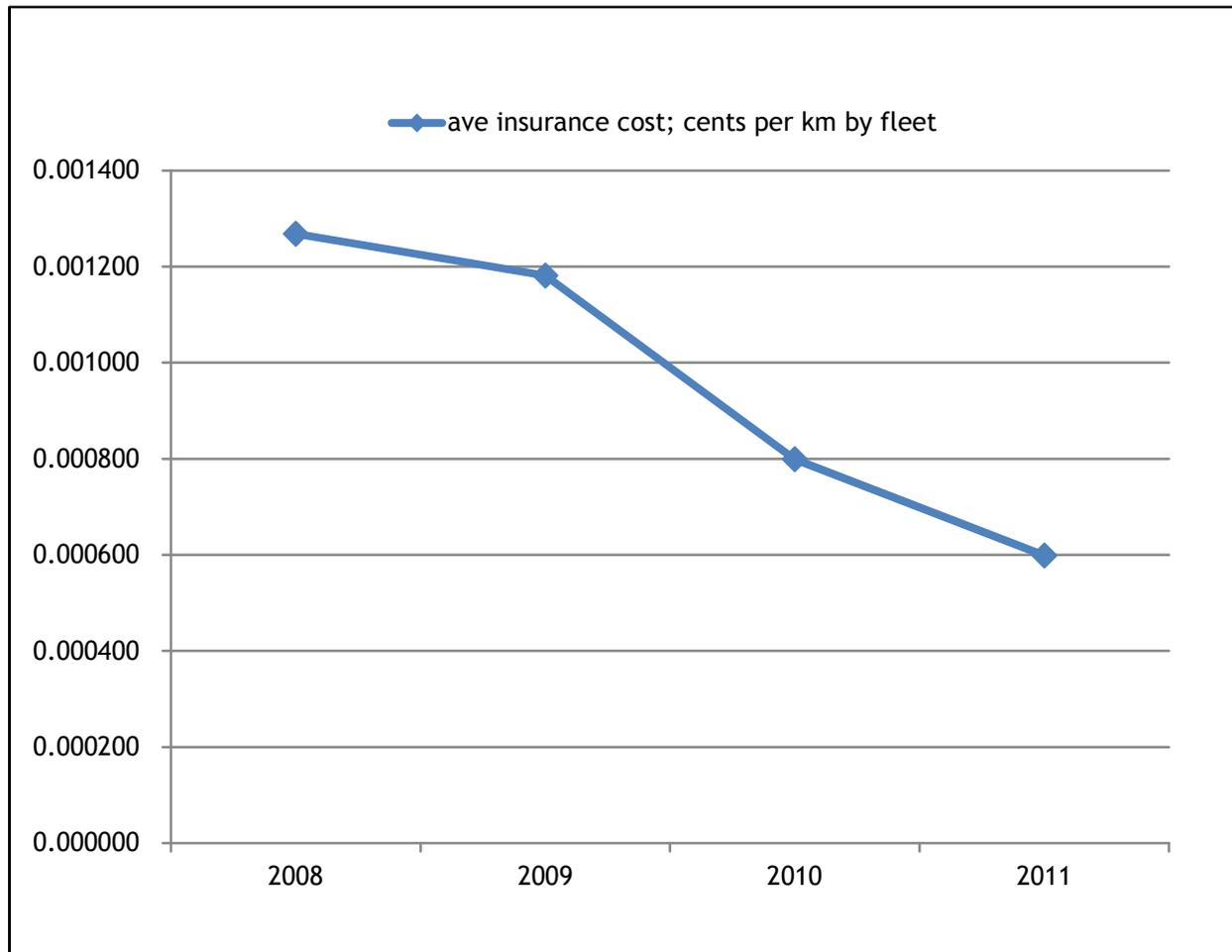
Incidents per annum



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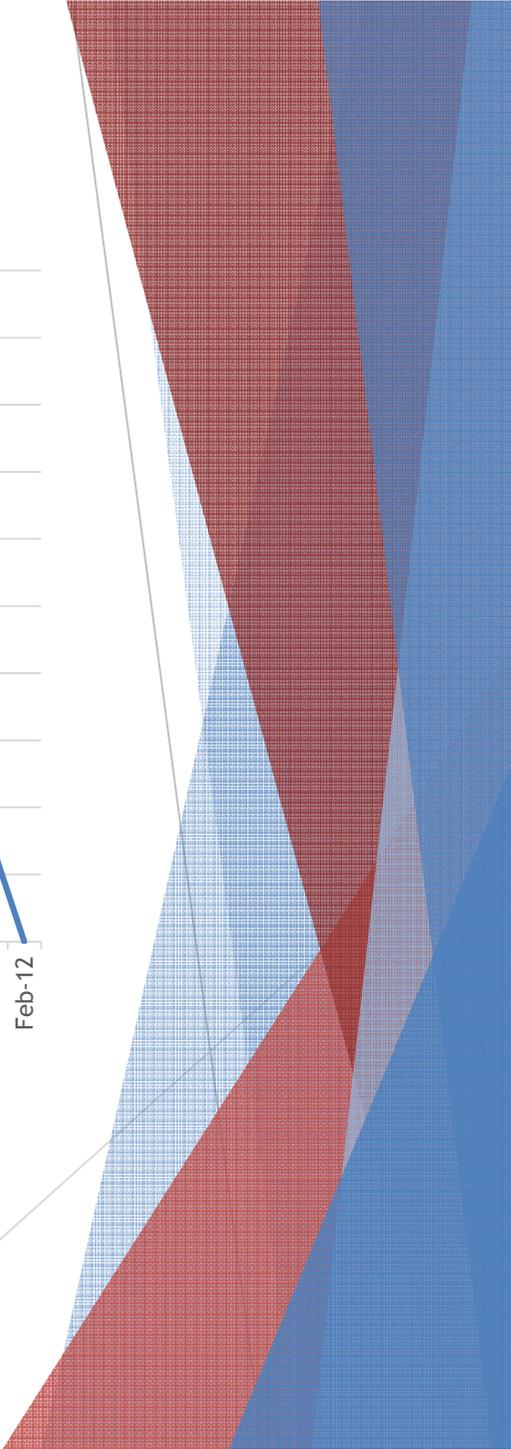
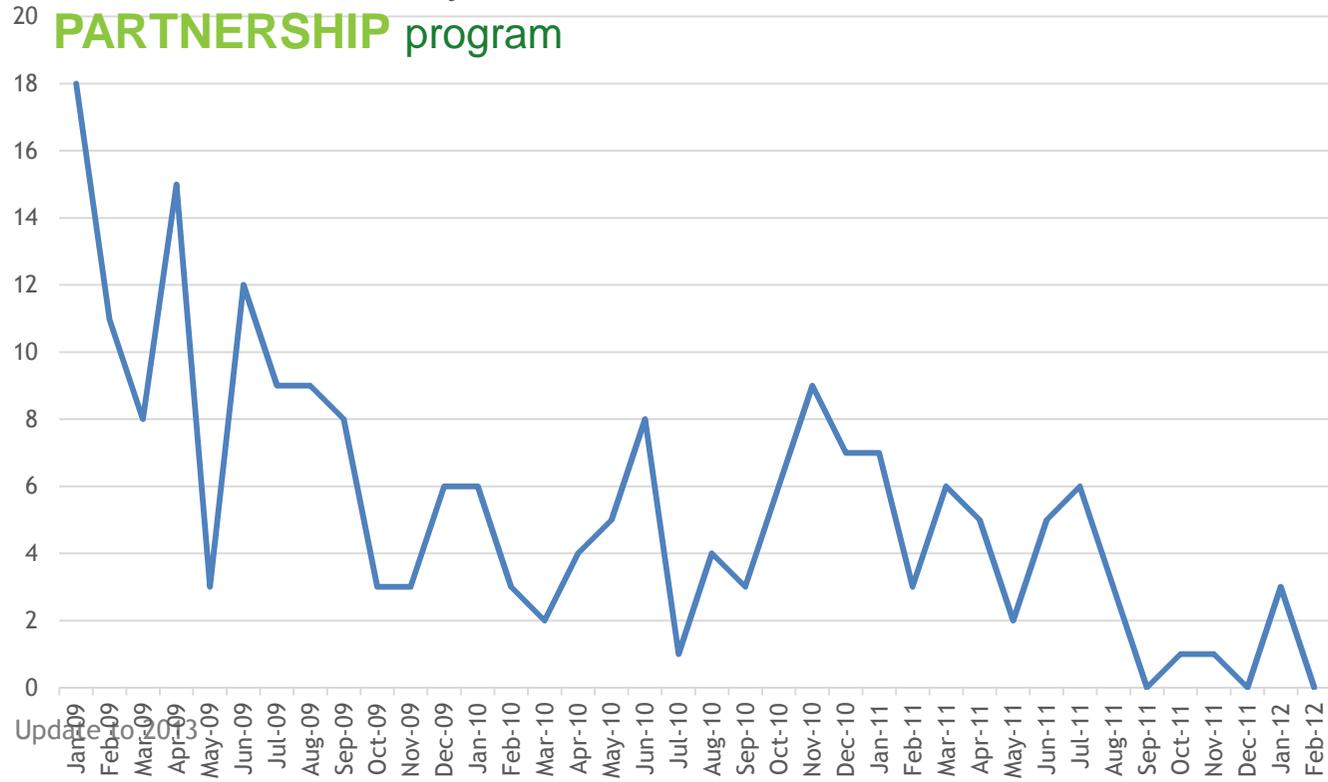


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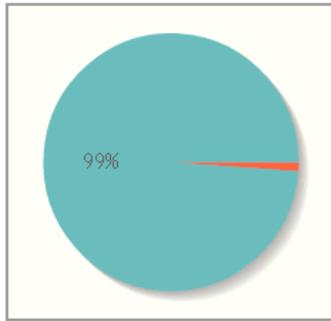
Fatigue Breaches by month

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Trucks Weighed - Week To Date: 179



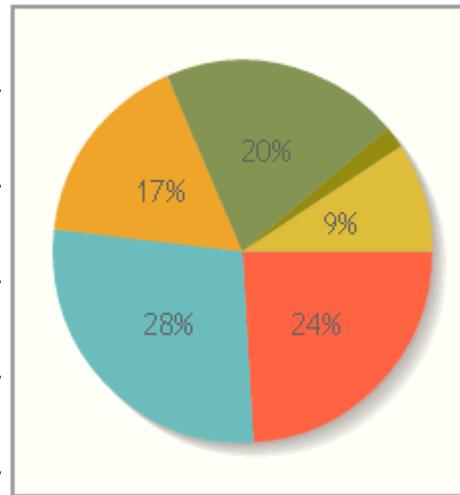
Overweight Trucks
Compliant Trucks

- 179 Trucks Weighed.
- 2 Overweight.

Warehouse	Steer	Drive	TR Axle 1	TR Axle 2	TR Axle 3	Gross	Action Required
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201.	Grocery	5.14	8.04	10.72			23.9	
201.	Grocery	5.26	10.72	15.12			31.1	
201.	Grocery	5.12	7.12	9.42			21.66	

Noncompliant Warehouse

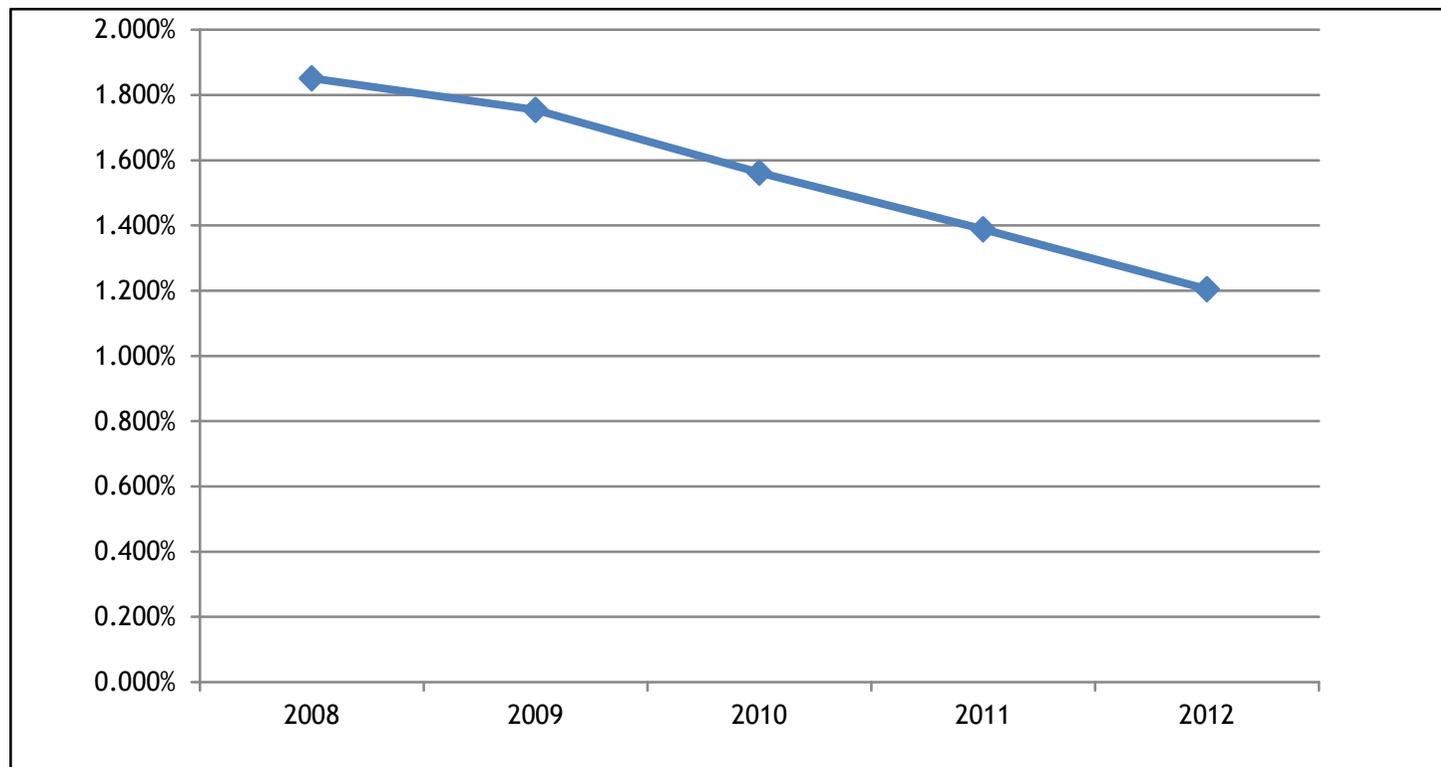


Aust Liquor Mart
Grocery
Harbottle
Pallets
Cold Stores
Country
Fruit & Veg
Meat
Confectionary Distributors
No Warehouse Info

2014-02-12	16:11:46	FP44	TR25								
2014-02-12	15:45:06	FP67	TR29								
2014-02-12	15:24:06	FP78	TR39								
2014-02-12	15:07:11	FP54									
2014-02-12	14:57:28	FP94	TR43	Grocery	5.1	9.02	12.98			27.1	

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Compliance Department
Cost to administer as percentage
of Turnover



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The Major Lessons

Other major lessons the company has learnt along the way include:

- Safety initiatives provide financial benefits;
- Fostering a culture of compliance is worth the financial cost;
- Compliance and thorough inductions reduce incidents and therefore costs;
- Giving buddy training for the first week or two for new drivers is worthwhile as this significantly reduces the number of accidents/incidents;
- Having a zero tolerance drug and alcohol policy creates a safer fleet and reduces incidents; and
- Introducing technology platforms that provide monitoring or live data feedback in a meaningful format assists in improving drivers' on-road habits.



Results

Results from BFS initiatives have been positive with reductions in overall insurance cents per km.

BFS Compliance Dept. costs have continued to taper as systems adherence with personnel takes hold - even as the business continues to expand.

Workers Comp claims per million km are relatively flat (3 claims each in 2010/11)
of note subcontractor numbers have increased by substantially during the same period - our policies & KPI also encompass these operators.

Further information:
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