PROCEDURE

Journey Management Procedure

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Document Review Record				
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4	Review	M Vorpagel	D McNeil	26.09.2019
Electronic approval by: **Name:** David McNeil **Position:** Operations Manager **Date:** 26.09.2019				

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1 PURPOSE

The purpose of this procedure is to detail the process of Journey Management for company employees for Australian and international travel. The primary concern for this procedure is the safety and security of people whilst travelling.

This procedure outlines the methods and practices to be used while travelling. This procedure will apply to all people.

2 SCOPE

This Procedure applies to all persons on Company work sites and work areas directly associated with and under the control of the Company. Drivers are required to comply with all applicable legislation in regard to driving and road use.

When working on client sites that have their own procedure then the person is to comply with the highest standard between the Company and client procedures.

3 DEFINITIONS

Company / the company – refers to Reay Services Group.

Everyday Vehicle Journey – See section 5.4 for full definition.

High Risk Vehicle Journey – See section 5.4 for full definition.

Driver Fatigue – See section 5.1 for full definition.

People / persons / personnel – Workers, customers, contractors and visitors

Nominated / Contact person – a person within the HR department at head office that is to be contacted by the traveller.

Inclement Weather – stormy, severe, or tempestuous weather that is considered too harsh, severe, or merciless which could result in minor / major flooding, fire or an extreme event either at site or at a person's home.

Extreme Events / Weather – cyclones, flooding, fire, earthquakes, volcanos, tsunami, terrorism.

4 RESPONSIBILITIES

All company Employees and Contractors are responsible for complying with the requirements of this procedure.

Refer to QMS-PRO-026 – Authority and Responsibilities Procedure for further details.

5 PROCEDURE

5.1 Driver Fatigue

Driver fatigue can severely impair judgment and can affect anyone. It is particularly dangerous because one of the symptoms is decreased ability to judge our own level of tiredness. Other symptoms vary between drivers, and may include but not be limited to:

- yawning
- poor concentration
- tired or sore eyes
- restlessness
- drowsiness
- slow reactions
- boredom
- feeling irritable
- making fewer and larger steering corrections
- missing road signs
- having difficulty staying within the lane
- micro-sleeps

Any person who experiences any of these symptoms should pull over immediately and not proceed until they feel rested. Passengers who are concerned that the driver is fatigued should encourage him/her to take a break or offer to share the driving if authorised to drive. Vehicle occupants should ensure that the vehicle has an adequate supply of fresh air.

It is also important to note that driver fatigue is not simply a function of time spent driving but relates to many factors including hours since last slept (hours of wakefulness) and the time of day or night.

5.2 Accommodation

To ensure that persons comply with the following travel times, the company will ensure accommodation is supplied the night before and after the shift.

Any variation to the accommodation availability must be authorised by your supervisor.

5.3 Travel Times

The times between sun set and sun rise present higher risk to drivers from road conditions, wild life and stock.

The following times are the permitted road travelling times:

1. Journey departure time not earlier than 5am.
2. Destination arrival time not later than 7pm.

Any variation to points 1 and 2 must be authorised by a manager.

Supervisors must contact the manager to seek approval to travel outside the permitted road travelling times. No permission no travel.

5.4 When is a Journey Management Plan required

The following lists if a journey management plan is required, however if either a supervisor or the traveller requests a journey management plan be completed, then a plan can be developed regardless of the following guide.

Not required:

Everyday vehicle journey:

- When travel is on well-constructed and maintained roads that have regular flows of traffic;
- Within geographical regions / areas that have reasonable mobile phone coverage.
- Within 100km's of town centres (and this would include when travelling from town centres to town centres);
- In areas that would also be considered to have reasonable emergency response times 60-90 minutes.

Required:

High-risk vehicle journey:

- When travel is on roads that are not well maintained, has minimal to irregular flows of traffic;
- Within or through geographical regions / areas that have poor to no mobile phone coverage.
- Areas more than 100 km from a town centre.
- Where emergency response times could be greater than 90 minutes and considered remote areas.
- When travel is required internationally

Important Notes:

1. *A plan will be developed for anyone travelling to an area they are unfamiliar with or if they have concerns with how to get there.*

2. *When travelling an everyday journey and the driver finds themselves being lost or unsure of their location, they are to call their supervisor immediately and advise of the situation. The driver and the supervisors must then agree on a plan of arrival that may include finding alternative accommodation. However, the driver and supervisor must put in place a notification plan for arrival from that point forward.*

3. *If when travelling an everyday journey you become aware you will not arrive by 7pm, then you must contact your supervisor and advise them of the situation.*

4. *Personnel flying to or from site must consider the time to travel from airport to the final destination, as a plan may need to be developed.*

5.5 Journey Management Notification

The driver shall identify what type of journey the trip is and if it requires a journey management plan they are to complete the WHS-FRM-002 Journey Management Plan form. It is preferred that the driver's direct supervisor or client is involved in the completion of the journey management plan.

The journey management plan will include:

1. Driver name;
2. Vehicle rego;
3. Time leaving and from where;
4. Supply agreed times, whey points for contact and location;

5. Estimated time of arrival and location;
6. Supply their contact details and an alternative contact phone number where possible;
7. Contact must be made immediately prior to leaving and when arriving at the destination;
8. Additional information.

It is preferred that the plan should be completed during normal office hours (two to three hours prior to the departure time).

A copy of the journey management plan should be retained by the traveller and the nominated contact person.

In cases where the traveler and the nominated contact person are in separate locations, the journey management plan can be filled in by the nominated contact person or the traveler. The details are to be communicated via a telephone and text to each party .

5.6 Driving Breaks / Rest stops

In the case of a lone driver the Journey management Plan must include a planned meal or rest break of at least 15 minutes every two hours.

In the case of a multiple drivers the Journey management Plan must include short breaks every 2 hours to change drivers.

If fatigued at any part of the journey pull over and rest/refresh or change drivers

If unscheduled breaks or extended breaks are required then the driver shall contact the nominated person and update the Journey Management Plan.

5.7 Everyday Vehicle Journey

No journey management plan is required unless it is requested by either a supervisor or the person traveling.

5.8 High-risk vehicle journey

A journey management plan shall be developed and implemented.

Additional factors that may be identified as requiring a journey management plan are journeys that are:

- on unfamiliar roads;
- on unsealed or rough roads;
- when known adverse weather conditions exist (e.g. floods, storms, cyclone, fire);
- additional fuel is required to be carried;
- additional food and water is required to be carried.

There are various websites available where road conditions and directions can be found, for example the RACQ website or the state government traffic and travel website via web site searches

It is preferred by the Company that vehicles traveling in the category of High-Risk Vehicle Journey's should:

- be fitted with GPS

- include an assessment of the need for survival equipment and or additional supplies, (ie. food, water, communication, vehicle recovery equipment).

Contact must be made immediately prior to leaving and when arriving at the destination.

5.9 Extreme events / weather

It must be recognised that:

- Inclement weather events can and will affect road conditions and close some airports.
- Extreme weather events can cause road closures, localised flooding and will shut down local airports.
- Extreme weather events can effect employees family and property.
- Early response to an approaching extreme weather event is paramount to the safety of workers, their families and their property.

Action to be taken will be to discuss with the employee and or client to decide if travel is delayed or if crews are to be sent home (if safe to do so). In some events the safest place is to stay may be onsite if the event or weather impacts road, rail or air travel (the aim is not to be stranded at airports or on roadsides).

5.10 International travel

It is recognised that high risk / international travel can be hazardous and that extra precautions must be taken whilst undertaking such travel, a full travel plan for any international travel must be completed and approved by the Managing Director or delegate.

Register your travel plans and contact details online at http://smartraveller.gov.au or at the local Australian embassy, high commission or consulate before travelling to any high-risk countries.

Prior to travelling internationally a full travel plan must be completed and an itinerary submitted to the Managing Director or delegate.

Contact with management must be made immediately prior to leaving and when arriving at the destination.

5.11 Accidents, Break-downs and Mechanical Problems

If your vehicle is involved in an accident you must try to get to the side of the road to prevent another accident from happening. You must also protect the area by using hazard warning lights, or portable warning triangles.
Immediately make contact with your nominated contact person and advise them of the situation.

All accidents and incidents must be reported as per WHS-PRO-002 HSE Reporting and Investigation.

5.12 Overdue Action

Where contact cannot be established within 1 hour of the estimated time of arrival or agreed waypoint time, then the nominated person shall:

- contact the nominated alternative contact.
- make all reasonable efforts to establish the whereabouts of the traveller with consideration for their particular circumstances, route and any other relevant factors

If necessary, the matter should be escalated to management level to decide if the matter requires police notification.

6 CHECKLIST OF THINGS TO CONSIDER BEFORE YOU TRAVEL

- Sufficient water
- Snake bite kit
- First aid kit
- Driving to conditions
- Is your licence current
- Mobile phone battery fully charged and charger packed
- List of emergency contact numbers
- On-board GPS if required
- Maps
- Break-down equipment (jack, spare tyre etc.)

7 REFERENCES

HSE Reporting and Investigation
HR-PRO-012 Rehabilitation & Return to Work Procedure
WHS-FRM-002 Journey Management Form
Work Health & Safety Policy
Work Health and Safety Act & Reg 2011
Department of Foreign Affairs and Trade website (www.orao.dfat.gov.au)
Traffic Act 2010
RACQ Website