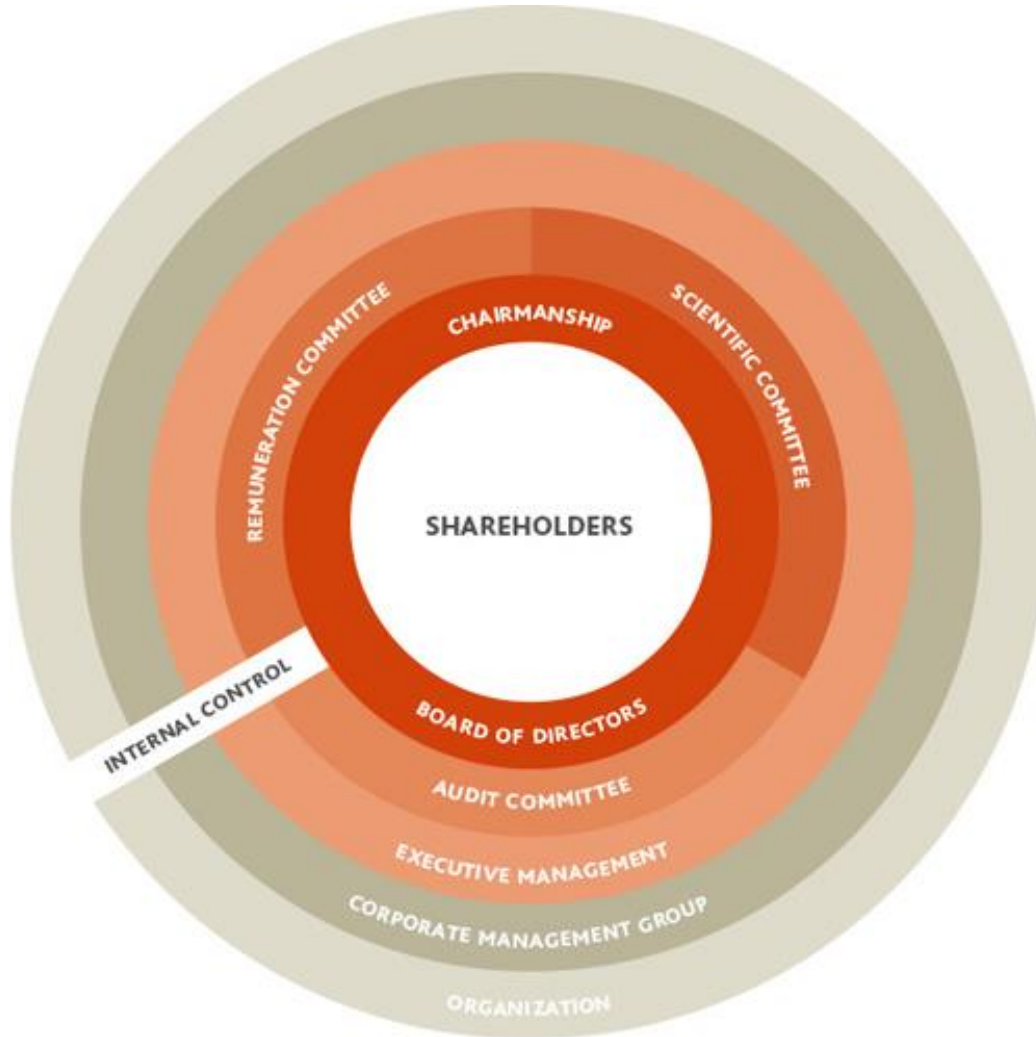


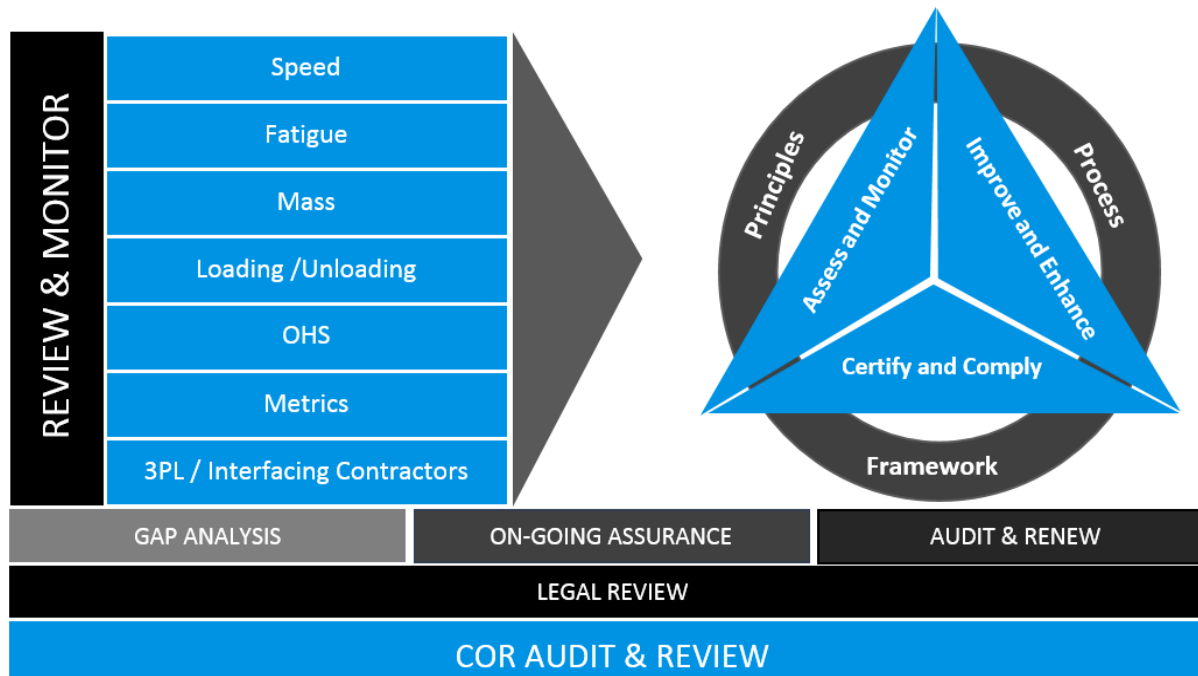
Welcome to the Chain of Responsibility

Metrics Session



Building a Delivery and Sustainability Model

The organisation must have a process of identifying, assessing and responding to risks, and communicating the outcomes of these processes to the appropriate parties in a timely manner. This is what makes an organisation unique in its compliance reviews.



CoR Metrics

PURPOSE

Enables performance to be measured

Enables leadership to evaluate progress

Assists in decision making and prioritisation

Enhances accountability

Validates impact of processes

Maintains focus on real outcomes

MEANINGFUL

Measurable

Appropriate data sources

Aligned to business objectives

Combination of lead and lag indicators

Reviewed and analysed on regular basis

Reasonable Steps Defence



Continual Monitoring and Review **Process**

CoR metrics are a key part of the continual monitoring and review process.

This session provides an example of potential data input requirements to assist an organisation to create metrics to measure your CoR performance and evaluate your progress against your CoR goals and compliance requirements.

Your organisation should work with external consultants or internal specialists to compile the metrics that are appropriate for your workplace.

It's important to remember that:

- ✓ Data from one source may be relevant for more than one metric
- ✓ Systems required for one metric, will apply equally to other metrics
- ✓ One metric may require data from different sources
- ✓ A lack of systems to put the data together and analyse the information is not a defence under the laws

It is an offence for CoR participants to not keep data.

Regulators pursue offences after they put the data together (even if the CoR participant has not put the data together).

Regulators can put together the internal CoR data with the external data (speeding, truck owner, etc.).

Implementation of CoR Metrics

The implementation of CoR Metrics also benefits the organisation, for example:

- ✓ Enables easy transition from pure data to insight and action that drives real change
- ✓ Increases visibility of trends and 'high risk' areas
- ✓ Provides ability to 'drill-down' to investigate particular trends further and identify 'high risk' areas
- ✓ Ensures data can be updated daily providing the latest view of risks or issues

Building a Metric

A simple process can be adopted to collect, analyse and report on CoR safety metrics through **data collection**, **data analysis** and **data publishing**, such as creating a dashboard

Potential Data Input Requirements

The following is a sample of data input requirements which could be used to create metrics and as source data for metric dashboards.

The exact data input requirements will need to be finalised by each individual organisation.

Organisation or Contractor Profile

- ✓ Number of drivers employed
- ✓ Number of vehicles in fleet
- ✓ Number of trips completed each week
- ✓ Number of items delivered each week
- ✓ Number of driving hours each week
- ✓ Number of trips per driver each week
- ✓ Number of km travelled per driver each week

Safety Training

Number of employees required to complete the following nationally recognised training:

- ✓ Chain of Responsibility Level 1, 2 and 3
- ✓ Load and Unload Goods and Cargo
- ✓ Fatigue Management Level 1, 2 and 3

Training status of employees for each of the above courses

- ✓ ('Not started' 'In progress' 'Completed')
- ✓ Number of site visitors/week
- ✓ Number of site inductions completed/week
- ✓ Number of Verifications of Competency due/week
- ✓ Number of Verifications of Competency completed/week

Safety Audit

- ✓ Audit status ('Not yet audited' 'Audit scheduled' 'Audit in progress' 'Audit completed')
- ✓ Number of corrective actions resulting from audit
- ✓ Number of 'Open' corrective actions

Chain of Responsibility KPIs

Fatigue:

- ✓ Number of fatigue hazard observations
- ✓ Number of fatigue near misses
- ✓ Number of fatigue incidents
- ✓ Criticality of incidents ('Low' 'Medium' 'High')
- ✓ Status of incidents ('Open' 'Closed')
- ✓ Employees involved in incident
- ✓ Number of Fitness for Duty assessments completed/week
- ✓ % of Fitness for Duty assessments passed/week
- ✓ Number of Drug and/or Alcohol tests completed/week
- ✓ % of Drug and/or Alcohol tests passed/week

- ✓ Number of speed hazard observations
- ✓ Number of speed near misses
- ✓ Number of speed incidents
- ✓ Criticality of incidents ('Low' 'Medium' 'High')
- ✓ Status of incidents ('Open' 'Closed')
- ✓ Employees involved in incident
- ✓ Number of speed limiter/speed technology checks completed/week
- ✓ % of speed limiter/technology checks passed/week

Mass and Dimension

- ✓ Number of mass or dimension hazard observations
- ✓ Number of mass or dimension near misses
- ✓ Number of mass or dimension incidents
- ✓ Criticality of incidents ('Low' 'Medium' 'High')
- ✓ Status of incidents ('Open' 'Closed')
- ✓ Employees involved in incident

Load Restraint

- ✓ Number of load restraint hazard observations
- ✓ Number of load restraint near misses
- ✓ Number of load restraint incidents
- ✓ Criticality of incidents ('Low' 'Medium' 'High')
- ✓ Status of incidents ('Open' 'Closed')
- ✓ Employees involved in incident

Maintenance KPIs

- ✓ Number of km/vehicle/week
- ✓ \$\$ spent/vehicle/week on maintenance
- ✓ Number of vehicles due for routine maintenance check/week
- ✓ Number of routine maintenance checks completed/week
- ✓ Number of service/maintenance requests raised/week
- ✓ Number of overdue service/maintenance requests/week

Risk Management **KPIs**

- ✓ Number of items in Risk Register
- ✓ Number of 'Open' items in Risk Register
- ✓ Number of driver/operator licences due for verification/week
- ✓ Number of driver/operator licences verified/week

Performance KPIs

- ✓ Number of deliveries on time/week
- ✓ Lateness of overdue deliveries
(e.g. 1-2 hours, 2-4 hours, 4-8 hours, 24 hours, 1-2 days, >2 days)
- ✓ Number of deliveries rejected by site
- ✓ Number of complaints submitted by site regarding transport provider

Supporting Workplace Tools and Templates

Risk Management

Risk Register
 Audit and Corrective Action Report
 Safe Work Procedure

Fatigue Management

BFM/AFM Requirements Summary
 Driver Fitness for Duty Checklist
 Driver Work Diary
 Work & Rest Hours Planner
 Timeslot Re-schedule Checklist
 Driving Distance Matrix
 Driver Time on Site Tool
 Safe Driving Plan
 Scheduler Checklist
 Driver Roster Plan

Speed Management

Speed Management Risk Assessment
 Traffic Management risk Assessment
 Traffic Management Plan

Load Management

Con Note Checklist
 Container Weight Dec.
 Vehicle Register
 Load Register
 Inspection Checklists
 Load Plans
 Load Restraint Guide
 DG Load Consideration
 Load Inspection Checklist
 LUEZ Guidelines

CoR Training & Comms

CoR Role ID Register
 CoR TNA
 Training Plan
 Training Record
 Competency Summary
 CoR Job Description Guide
 CoR KPI Guide
 CoR Comms Plan
 Toolbox Talk
 Awareness Sign
 Supply Chain (SC) Partner Register
 Requirements Guide for SC Partners
 Subcontractor CoR consultation Agenda

Hazard Observation

Hazard Observation Form

Incident Management

Incident Report Form
 Incident Register
 Incident Investigation Form

Employee Misconduct

Conduct Investigation Report

CoR Self-Assessment Tool

What else?

How do we calculate it?

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