

DHL Commitment Guidelines

Our commitment to achieve and maintain compliance with Heavy Vehicle National Law (HVNL) and consequently our Chain of Responsibility (CoR) duties



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The purpose of a Heavy Vehicle National Law Commitment Guidelines

Chain of Responsibility (CoR) is a concept encompassed in Heavy Vehicle National Law (HVNL) and the supporting regulations, administered by the National Transport Commission of Australia.

The law details transport hazards such as speed and fatigue, plus mass, dimension and load restraint. The law defines the “parties” in the supply chain and the “duties” for each party.

CoR focuses on every party in the supply chain being responsible for minimizing the risks they have control or influence over.

- ***DHL is committed to being a responsible corporate citizen and minimising harm to all persons within the supply chain and the public.***
- ***DHL is committed to do all that is reasonable and practical to comply with HVNL and demonstrate CoR compliance.***
- ***DHL is simply committed to providing safe systems and safe workplaces.***

These commitment guidelines will detail the minimum actions our team is empowered to implement to achieve compliance and good safety outcomes.

The scope of these commitment guidelines

This commitment is applicable for:

- All DHL workers, contractors, officers and directors
- Supply chain partners
- The public
- Regulators

Where does DHL fit in the CoR supply chain?

DHL is predominantly a logistics provider that performs, but is not limited to, the following tasks:

- Warehousing
- Cross docking
- Product picking and repacking
- Consigning linehaul freight with transport Prime Contractors
- Consigning local deliveries with captured contractors
- International Freight Forwarding, Air and Ocean

In performing these tasks DHL acknowledges we are, by our actions, at various time the following parties:

- Consignor
- Consignee
- Load manager
- Loader
- Packer
- Prime Contractor
- Executive Officer
- Scheduler of goods (for Prime Contractors)
- Scheduler of a driver's work and rest (for select captured contractors only)
- Operator of the vehicle for the heavy vehicle trailers DHL provides for Prime Contractor tow operators.

DHL has direct control over:

- Warehouse design and infrastructure
- Contracts with Prime Contractors and Contractors
- Outbound loads
- Load manager duties
- Accepting commercial terms with customers
- Our operating systems
- Our scheduled training
- Our hazard identification and risk processes

DHL has influence over:

- Drivers on-site
- Contractor's systems
- Reasonable enquiries
- Customer requests and/or demands

Achieving and maintaining compliance

The DHL CoR team shall:

- Provide and review the HVNL/CoR commitment statement and guidelines
- Provide online CoR training
- For managers: arrange face-to-face CoR for champion training
- Provide on-line mass training for loaders and load managers
- Provide load restraint and fatigue training options
- Provide compliant contracts and processes
- Provide procedure templates for all main tasks
- Provide risk management tools
- Provide outbound checklists
- Maintain the online compliance library
- Review legislation changes and inform
- Arrange site compliance audits and assistance to continually improve
- Consult with officers and directors to develop and report on CoR KPI's not limited to;
 - Contracts in place and completed
 - Training scheduled and completed
 - Outbound checks completed
 - Warehouse time-on-site measure
 - Internal non-conformance trends and hot spots
 - Contractors non-conformance trends and hot spots
 - Customer non-conformance trends and hot spots
 - Internal and external audits scheduled and completed
 - Changes in law

As a minimum, those in DHL who manage contracts with transport Prime Contractors and Contractors shall:

- Ensure the scheduler of the driver's work and rest is clearly defined and understood
- Ensure contracts have clear requirements for training, systems of work and non-conformance reporting
- Ensure the above contract requirements are in context for speed, fatigue, mass, load restraint, maintenance and dangerous goods if applicable
- Ensure all new contracts have requirements for satellite tracking with daily exception reports for speeding
- Provide 'time on site' calculations to assist the Prime Contractor or Contractor to formulate a safe journey plan for their drivers.
- Ensure contractors supply a nominated vehicle list that includes, but is not limited, to:
 - GVM and GCM, combination tare and allowable gross GCM or GVM
 - Date of registration renewal
 - Registration numbers
 - Mass operating system i.e. GML, CML, HML or PBS

- Ensure contractors supply verification for management and driver training and competency
- Ensure that by 1st July 2018, all DHL-managed contractors' vehicles are fitted with a method to verify axle mass compliance
- Implement and manage an audit schedule
- Complete and annually review risk assessments in context of a consignor and commercial manager

As a minimum, DHL Load Managers shall:

- Ensure all loaders are trained and competent in mass and load restraint
- Have systems in place to verify gross and axle mass compliance for every outbound vehicle. This may include:
 - On-site weighbridge
 - On-site weigh-pads
 - Verified load plans
 - Axle mass scales
- Have systems to verify load restraint and containment for all outbound loads including those with load restraint curtains
- Have systems that make reasonable enquiry for the drivers work and rest hours
- Provide estimates for how long a driver will be on-site and breakdown of work and rest
- Measure and report on drivers work and rest times on site
- Record all non-conformances
- Have communication systems for when drivers are on-site so they wait no more than 30 minutes for updates for when loading and unloading times are to commence
- Have driver inductions that shall include location and use of rest and ablution facilities
- Manage 'time on site' and review periodically with Prime Contractors and contractors.
- Treat all drivers with respect
- Customize national CoR procedure templates for their own business needs
- Ensure safe and compliant systems of work
- Complete and annually review risk assessments in context of a Load manager, loader and packer

As a minimum, those in DHL who schedule a driver's work and rest (for select captured contractors only) shall:

- Complete fatigue training as defined by the CoR team before starting any work
- Complete and provide rosters at least a week in advance
- Provide schedules for any driver completing a journey over 100 kms from base
- Check and manage driver's work and rest times
- Consult up and down the supply chain to manage a driver's work and rest

Application to International Air and Sea Freight:

Domestic CoR duties are also applicable to the road movement of all sea and air freight.

It is mandatory that:

- All freight is packaged in a manner compliant with road transport requirements
- If Dangerous Goods are present, all freight is labeled in compliance with the current Australian Dangerous Goods Code
- All identified mass accurately reflects the mass of the freight

For sea freight: additional to above, the following requirements apply:

- All identified mass is verified as per SOLAS requirements
- Freight is satisfactorily restrained in containers to prevent movement during all expected road transport conditions and to prevent freight movement when container doors are opened
- Load plans are available to identify how mass has been distributed within the container
- A compliant Container Weight Declaration Form is provided that is accurate

All persons in the DHL supply chain to consider:

No work is that important that it cannot be done in a compliant and safe manner. If any person is pressured, the incident is to be reported.

Always consider the hierarchy of controls. Engineering out risks with weighing devices or use of telemetries is often the best solution. The design of buildings, park spaces, loading docks and location of ablution facilities are all engineering and design solutions.

“We do not do it that way” is not a reasonably practical solution.

Consultation and customer engagement is often crucial and challenging. In DHL, we shall embrace the challenge and turn it into a supply chain positive.

More information

Please visit www.logistics.dhl/au or contact us via:

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