

JR RICHARDS & SONS



INTEGRATED MANAGEMENT SYSTEM

TRANSPORT CODE OF CONDUCT

Issue 2.0

Prepared by:

JR Richards & Sons
Occupational Health Safety, Quality & Environmental Department
Web site: www.jrrichards.com.au



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1. Introduction

Purpose

As a professional and ethical company, JR Richards & Sons Pty Ltd maintain the confidence of the community through sound expertise, innovation, good decision making skills and due regard for our accountabilities.

The JR Richards & Sons Transport Code of Conduct is a decision making tool for JR Richards & Sons managers, supervisor, employees and subcontractors. The practical application of this Code by our employees and subcontractors involved directly or indirectly with JR Richards & Sons will allow ethical and considerate behaviour for the transport of materials. This Code applies to all JR Richards & Sons employees and subcontractors.

Drivers must reference contract details in relation to specific council contracts in Appendix "A", page 11

2. Operator

Operator Requirements and Targets

Operators of vehicles must be licensed for the class of vehicle they will be operating and competent to drive the assigned vehicle; and must comply with JR Richards & Sons fatigue management systems and the NSW RMS driving hours requirement and perform duties to the best of their ability.

In performing official duties, operators will:

- Be industrious, and exercise proper care and attention whilst driving.
- Ensure correct documentation is available during transport, particularly where customers or government bodies may rely on the information provided.
- Know and understand the duties of the assigned job as outlined in the job description and procedures.
- Fulfil conditions of employment with regard to hours of work and leave provisions.
- Be thoroughly familiar with any operations manuals, procedures, and guidelines that apply to the area of work, and ensure that these are followed in the performance of duties.
- Maintain a drug and alcohol free work environment
- Ensure all waste is disposed of in the correct manner at an approved facility.
- Ensure all defects are reported and the vehicle is maintained in a clean and presentable state.

Team Contribution

Operators are expected to contribute constructively to the depot team, by providing a positive attitude towards others and thereby the efficient resolution of problems. Operators should aim for the following for interaction with others:

- Open and helpful relationships, with increased levels of trust and reduced levels of potential frustration and conflict,
- Enhanced levels of service,
- Improved efficiency, effectiveness and productivity,
- Improved communication and flow of information,
- Improved problem solving.

Operator Training and Development

It is imperative the driver of all classes of vehicles remains licensed and knowledgeable with the current legislation related to the transport of the materials they are carrying. All JR Richards & Sons employees are given practical on the job training and are observed in their ability to carry out a task. Where new procedures are introduced, the appropriate training will be provided.

Operators are encouraged to engage in relevant learning opportunities to develop the skills and knowledge necessary to perform their job and to enhance the delivery of services.

3. Conduct

Document Confidentiality

Operators are required to carry documentation necessary for the run they are performing and information for the transport of waste/materials they are carrying; this information will be treated as confidential and will not be disclosed to unauthorised persons.

Where it has been proven, wilful misuse and blatant abuse of such information has occurred, JR Richards & Sons may decide to terminate employment or disengage services. In serious cases, breach of implied terms of employment or contract agreement may lead to prosecution.

Personal Conduct

Operators are not to:

- Intentionally behave in a manner aimed at physically injuring or assaulting a person, leading to actual physical or psychological harm,
- Verbally abuse, including swearing, insult, or use condescending language,
- Use aggressive body language indicating intimidation, contempt or disdain,
- Harass, including bullying, racial or sexual harassment,
- Express either verbally or in writing, threatening behaviour with an intention to cause harm.

Unlawful Instructions

Operators will not act unlawfully. Instructions provided by JR Richards & Sons will not pressure an operator into breaking the law or jeopardising their life or the lives of others; if such a case were to occur the operator must immediately report the circumstance to the Compliance Manager.

Gratuities, Gifts or Benefits

Operators will not seek gratuities, gifts or benefits from customers, suppliers or other contract carriers in return for improved service for the other party. JR Richards & Sons expects that no operator will put themselves into a situation that will compromise work ethic; such behaviour may result in termination of employment or contract agreement.

The acceptance of corporate gifts or gifts in festive seasons, provided these are not in return for improved services are authorised at the discretion of JR Richards & Sons Management.

Ethics

Operators are expected to act in an ethical manner in order to provide excellent customer service; examples of ethical behaviour include but are not limited to the following:

- Act in an honest and truthful manner,
- Treat other individuals fairly and with respect,
- Be accountable for actions taken and avoid financial burden or other obligation to outside individuals or organisations that might influence the performance of official duties,
- Comply with this code and the procedures underlying its provisions as condition of employment or contract agreement.

4. Driving

Professional Conduct

Operators will maintain a high level of professional conduct and respect for other road users, the following are examples that should be exercised at all times:

- Avoid use of engine brakes in residential areas,
- Use the horn as a warning device only,
- Drive defensively and with care to avoid accidents and sudden stops, i.e. allow sufficient room between vehicles and consider weight of load,
- Adhere to posted speed limits and road signs,
- Obey directions of Police, Road and Maritime Services (RMS) and other authorities,
- Respect and be watchful for pedestrians,
- Do not crowd other operators or traffic, and allow irate drivers the right of way,
- Avoid excessive revving of the engine when performing collections,
- Avoid excessive breaking between services,
- Acknowledge courteous acts by others.

Workplace Safety

Operators have a duty to apply safe work practices for both personal safety and the safety of others. Under no circumstances is the operator to endanger or jeopardise the life of another for the sake of being time efficient or for any other reason. Operators must inform JR Richards & Sons of any unsafe work practices, near misses or incidents/injuries and cooperate in any investigation carried out by JR Richards & Sons or authorities.

In the event of an injury resulting in medical attention, the operator must immediately notify their supervisor who will arrange transport to a Medical Professional. JR Richards & Sons has in place an active Safety Management System and all employees and subcontractors are required to follow all procedures laid out with the system.

Licence

Operators must have the appropriate driving licences for the class of vehicle they will be operating. If required drivers may need to hold a dangerous goods transport licence. Licences will be inspected

biannually and must be renewed prior to the expiry date and shall be available to JR Richards & Sons management and Authorities at all times.

Where a licence has been cancelled the Operator is to inform JR Richards & Sons of the situation immediately, failure to do so may result in termination of employment or contract agreement.

To perform tasks at depots and customers facilities drivers may also need to hold various licences for the use of plant and equipment. Copies of these licences must be supplied to your supervisor prior to operation of plant.

Passengers

Operators are not permitted to carry passengers without written permission given by JR Richards & Sons management; the picking up of hitchhikers will not be tolerated. The only exception is when rendering aid during an accident or other emergency.

5. General

Health

Operators should inform their supervisor if they feel unwell and believe their condition may impair their ability to safely operate a vehicle. Operators suffering from any medical condition which may impair their ability to drive must advise their supervisor immediately, driving duties will be ceased until JR Richards & Sons management agree they can be reconvened, or in serious cases where medical advice has been obtained. Under no circumstances are operators to drive a vehicle once being deemed unfit to do so by a medical practitioner.

Good housekeeping is required in all JR Richards& Sons work areas, including vehicles and lunch room facilities. Smoking is not permitted inside buildings, offices or vehicles or depot. The depot manager will set aside a designated area for smoking.

Operators shall maintain a satisfactory level of physical fitness and general health to enable them to safely perform their duties. JR Richards & Sons encourages all employees and contractors to follow a nutritional diet and exercise regularly.

Appearance

Operators are required to wear safe work attire in the form of a fluorescent safety shirt or vest that ensures they are visible to other individuals when working around the vehicle. The work attire is to be maintained in a neat and tidy manner when on duty; personal appearance should be clean and presentable. All operators will wear safety boots, gloves, earmuffs, safety glasses etc when required by procedure, safe work method statements and signage.

Company uniforms are not to be worn outside of work hours or when not engaged in paid duties.

Prescribed Drugs and Intoxicants

It is the operator's responsibility to confirm with the doctor prescribing the drug to ensure there are no detrimental effects likely to occur whilst driving. All drivers must advise their supervisor when taking

prescribed medications. Any person found under the influence of alcohol or drugs will not be permitted to commence duties. Consumption of alcohol or drugs is not permitted whilst on duty.

Collection of Services

Operators are expected to perform their duties in a professional manner at all times during the collection of services, this includes:

- Operators conduct a pre task inspection (take 5) prior to servicing waste cubicles ensuring the service can be preformed safely,
- Services are carried out in line with the run schedule,
- Services are performed consistently and as requested by the customer,
- The contents of waste cubicles are inspected to ensure suitability for transport and contact is made with their supervisor if unsuitable material is found within the cubicle prior to loading.
- The area immediately around mobile garbage bins (MGB) is cleaned during service when carrying out domestic waste collections.
- MGB's are placed back in the same location they were collected and in an upright manner.
- The contamination procedure for MGB's is followed and all relevant documentation completed and passed onto depot administration.

6. Depot Organisation

Site Activity

All waste collection vehicles are to be driven within the depot in a safe manner complying with site speed limits and traffic management plans.

Visitors are to park in the designated visitor parking area ensuring they do not interfere with the flow of traffic within the depot.

Unloading at Material Recovery Facilities

Units are only to unload when instructed by the floor attendant and operators are to ensure there is ample room to safely manoeuvre the unit they are driving when unloading at a recovery facility.

Once unloaded the operator is to exit the unit and ensure the vehicle is empty and clean the rear door seal.

Parking

All vehicles are to be parked in the designated parking area and as follows:

- Hand break applied,
- Keys removed and stored in the designated location,
- Air drained from air tanks,
- Battery isolation switches turned off,
- Waste is only to remain in collection vehicle with approval from the depot manager.

7. Vehicle Operation and Maintenance

Inspection

All vehicles owned by JR Richards & Sons are to be inspected prior to operation daily. The operator is to carry out a complete pre-start inspection in line with procedure for the vehicle they are operating on the day.

Where required a pre-start inspection form must be completed and remain in the vehicle until the end of shift when it is to be handed in with the daily run sheet and time sheet.

Load Coverage

Operators are to ensure all loads are covered to ensure the contents cannot escape during transport. All bins are to be tarped whilst on the ground and inspected prior to loading. Vehicles fitted with Hydra Tarps may fit tarps with automated tarping systems whilst bin is mounted on the vehicle.

Security

Operators are to ensure that vehicles are properly secured when left unattended. Whether on company premises, customer premises or elsewhere the responsibility of securing the vehicle is paramount.

Servicing

The servicing of vehicles shall be carried out in line with the company's maintenance program and all relevant documentation relating to the service must be completed and forwarded to head office for filing.

Accident

In the event of an accident it is the operator's responsibility to obtain the details of those involved i.e. name(s), address(s), vehicle registration and type, time, date, location, injuries if known, and any relevant points relating to the accident. The police must be notified if required. The Operator should not sign written statements by any person until JR Richards & Sons have been fully informed of the details and given instructions.

Vehicle Noise Emission

Vehicle noise includes noise from exhaust systems, horns, brakes, engine and sound systems and revving. To combat the emissions of noise the following must be observed;

- Operators will not use engine brakes in residential areas and the horn will only be used as a warning device.
- Vehicles are not to be over revved during collections,
- Breaking between bins is to be maintained to a minimum to safely perform ones duties.
- Services are only to be performed during approved hours.

8. Traffic Interaction and Road Sharing

Emergency Vehicles

When Drivers become aware of approaching Emergency Vehicles, they are to indicate and pull over to the left hand side of the road where safe and allow Emergency vehicles to pass. Drivers are to adhere to the following rules when encountering an Emergency Vehicle:

- If an emergency vehicle approaches sounding an alarm or flashing lights, you are required to move out of its path, as soon as it is safe to do so,
- If you cannot move left safely, stay where you are and let the emergency vehicle over take you,
- Emergency service workers are trained to provide a rapid response but also to anticipate the reactions of drivers on the road,
- Do not drive onto the wrong side of the road, run a red light, or make an illegal turn
- It is against the Law to fail to give way to an emergency vehicle,
- Be aware that there could be more than one emergency vehicle and they could be travelling from different directions,

Other Heavy Vehicles

Drivers of Heavy Vehicles are required to take particular care when sharing the road with other Heavy Vehicles. Drivers should be particularly mindful of:

- Overtaking should only be performed when there is ample distance and visibility to do so. Remember, the vehicle you are driving will have limited ability to accelerate compared to a light vehicle. Distances required to pass safely may be considerable. Take into account weather conditions, the width of the road, condition of the road, passenger vehicles also wishing to overtake, and if it is really necessary to overtake at all,
- Ensure that if following another Heavy Vehicle that you maintain adequate distance from that vehicle. Remember, “If you can’t see my mirrors, I can’t see you”. Do not Tailgate,
- Never enter a Roundabout with another Heavy Vehicle in close proximity,
- If you encounter an “Oversized” vehicle, reduce speed and pull over to the left to allow safe passage,
- Be courteous when driving, allow time and distance when dealing with other heavy vehicles.

Built Up Areas

Waste collection Vehicles will be manoeuvring in and around vehicles and pedestrians. Be mindful at all times that you are driving a Heavy Vehicle in close proximity to others. Always drive to the conditions and take into consideration:

- Your braking distance is greatly increased,
- Your acceleration is greatly reduced,
- Your special visibility is reduced,
- Other road users may not have the same skills as yourself being a professional driver,
- Be alert and anticipate other driver errors,
- Watch for children, the elderly and animals that may not be road wise,
- Use your mirrors and cameras at all times,
- Take your time reversing. Ensure that you know what is behind you!
- Slow down in School Zones and be vigilant in awareness of school children

School Bus Routes

During all waste collection services, drivers will be sharing the same route as School Buses and vans at some stage during the day. Particular attention must be paid in rural or regional areas.

Drivers operating on school routes should be mindful that:

- School Bus routes are normally active for two hours before and after school times (7am – 3.30pm),
- School children may stand close to, or on the road at times,
- Children may be waiting for or departing buses during twilight hours (winter months),
- Pick up points maybe located close to bends or corners and you should anticipate this at all times,
- When you approach a bus that has stopped to pick up or set down passengers, you must reduce your speed to 40 kmph,
- You should anticipate that children may run across a road without looking.

Drivers operating on rural or regional roads should take particular care during the hours of pick up and set down of school children.

Drivers travelling on rural roads with speed postings above residential speed limits should anticipate and prepare to stop when approaching bends, blind corners, crests or dips in the roads.

Take particular care when approaching areas where children will be and anticipate children to make sudden movements around roadways.

9. Appendix (Contract Specific Requirements)

Appendix "A"

The below requirements relate to the contract for the collection and processing of household organics and general waste for Orange City Council.

Heavy Vehicle Route

All Waste Vehicles are to only use the designated heavy vehicle routes along Euchareena Road, via Mitchell Highway.

Restricted Vehicle Operating Hours:

The Project Approval under Section 75J of the Environmental Planning and Assessment Act 1979 in Schedule 6 Condition 11(b) states:

"describe the measures to be implemented to:

- minimise the impacts of the Project on the local and regional road network, including traffic noise; and*
- ensure no heavy vehicles associated with the Project use Euchareena Rd during regular school bus operations along Euchareena Rd."*

To satisfy this condition we have determined there is only one school bus operator providing regular services along Euchareena Rd. This is Mr Ted Ryan of Cabonne Bus Lines P/L (Mob. 0447 900 991). Mr Ryan has advised his hours of travel on our proposed route on Euchareena Rd are 7.00 to 7.15am, 8.28 to 8.37am, 3.28 to 3.40pm and 4.40 to 5.00pm Monday to Friday during school terms.

To ensure we do not traverse Euchareena Rd during these times, our trips have been scheduled accordingly with a buffer zone also applied. In addition all despatchers and drivers will be instructed as follows:

Waste Vehicles using Euchareena Landfill are **NOT, under any circumstances**, to be on Euchareena Rd during the following hours:

- **7.00am – 7.15am Mon to Friday (School Days),**
- **8.28am – 8.37am Mon to Friday (School Days),**
- **3.28pm – 3.40pm Mon to Friday (School Days) and**
- **4.40pm – 5.00pm Mon to Friday (School Days).**

The primary objective is to exclude Waste Vehicles from being in the immediate vicinity of School Buses picking up, transporting, or setting down passengers. The School bus may be on Euchareena Road at other times without passengers aboard and as such will be treated as normal traffic.

Contingency arrangements if School Bus is encountered:

In the event a School Bus operates out of the normal operating times, the following steps are to be taken:

- If a School Bus is approaching on Euchareena Road from the opposite direction then the Waste Vehicle must immediately reduce speed and be vigilant whilst passing.
- Similarly, if a Waste Vehicle approaches a stationary Bus from behind, then it must move left off the road where safe and stop until the bus driver indicates that the bus has departed

from that section of Euchareena Road. Waste vehicles are not to pass buses picking up or setting down passengers from the roadside at any time.

Covered Loads

As per company procedures and RMS (Roads and Maritime Services) regulations, all vehicles carrying loads must have the loads suitably covered using coverings fit for purpose. Refer to Section 7, Vehicle Operation and Maintenance, point 2, "Load Covering".

Traffic Noise

JR Richards employees driving heavy vehicles are required to minimise noise emitted from heavy vehicles being operated. These include:

- Economical acceleration,
- Minimisation of engine brake usage in built up areas,
- The use of horn only for emergency use,
- Minimisation of reversing manoeuvres (reversing buzzer), and
- Only operating during daytime hours.