



HRIA Heavy Vehicle Safety Initiative Final Report

Chain of Responsibility – Online Load Restraint e-learning and Guidance documents for the Hire industry.

ORGANISATION Hire and Rental Industry Association Ltd (HRIA)

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Acknowledgements

The HRIA would like to acknowledge the National Heavy Vehicle Regulator for its Heavy Vehicle Safety Initiative.

Engistics and Kognent were key partners in the development of the HRIA's online training and resources.

Members of the HRIA were consulted and provided valuable feedback in the development of training resources, these include but are not limited to hire companies, original equipment manufacturers, suppliers to the hire industry and engineering consultants.

Executive Summary

The Hire and Rental Industry Association Ltd (HRIA) is a not-for-profit industry association representing Australia's hire companies. Our membership consists of the country's leading hire providers as well as small business. The majority of our members (80%) are small, often family-owned businesses and many of these are in regional locations.

The HRIA acknowledges it has an important role to play when it comes to transporting hire and rental equipment in a safe manner.

In 2019 the HRIA initiated a program of delivering Chain of Responsibility and Load Restraint awareness training in a face to face process to its members and other key stakeholders. This process was extensively supplemented by funding received by the NHVR in 2019 to extend the range and delivery of these sessions.

Feedback from this process indicated that there was a lack of focused compliant load restraint systems available for the securing of Mobile Plant most particularly, in the Hire and Rental industry.

The HRIA took the next step when it came to safe transportation of hire equipment, to manage the development of the following deliverables :

A series of Engineered load restraint systems to provide to the Hire and Rental Industry as a means of addressing the securing of Mobile Plant in transit.

Development and production of remote delivery training (e-learning) to support the load restraint systems and maximise understanding and industry take-up.

The intent of these systems was to provide simple and clear information to Drivers and Loaders for the restraint of a range of Mobile Plant and associated training in the use of these restraint systems.

The HRIA believes that implementation of these systems achieved multiple goals of Safer Drivers and Vehicles plus Safer Road Use, through the improved restraint of Mobile Plant.

Project Success

Effectiveness

Load Restraint performance is a key risk for the Hire and Rental Industry. The industry is responsible for the transport of a significant proportion of Mobile Plant movements. Current estimates are that approximately 5000 Truck trips are completed daily by the industry. Much of these are transport of Mobile Plant which is a difficult load type to restrain due to the varied geometry of the Plant.

Information provided by the NHVR indicates that over a single month in 2019, 28% of intercept offences in Victoria were related to loading or restraint of freight. Approximately 18% of these relate to Machinery.

The above numbers indicate that the effective restraint of Mobile Plant is a key risk to improve road safety.

Work completed by Engistics indicates that approximately 5 fatal outcomes occur annually relating to ineffective load restraint.

Project Evaluation

The outcomes from the project were tangible in the form of:

Delivery of engineer certified load restraint system for Mobile Plant

Delivery of e-learning system providing learning assessment for restraint of Mobile Plant directly related to the certified system.

The project improved safety in the heavy vehicle industry and at the time of publishing, 138 people have completed all 4 e-Learning modules and a further 104 people have successfully completed individual modules.

The HRIA met its expected outcomes and there were no unexpected outcomes, except one where the program has drawn attention internationally, through safety meetings with the Global Rental Alliance.

Project Management Evaluation

Overall

The project was managed by the HRIA in collaboration with its partners Engistics and Kognent. There were some delays coming out of the pandemic when there was pressure in the online learning sector to deliver. However, after going live, the project will run its fully funded model for 12 months from the launch date (until October 2023).

The learning management system provides a stable platform and with links from the HRIA website, there have been no issues with since it went live.

Risk Management

The risks identified were cyber security based.

They were managed by low level of details required for participants to undertake the course. This was limited to name, company and email and no personal details were collected.

Stakeholder Management

Involved in the project were predominantly the staff of hire companies, suppliers to the industry and sub-contracting transport providers.

Stakeholder contribution came in the course development and industry consultation phase. A combination of face-to-face meetings, practical demonstrations in hire yards and email correspondence, provided Engistics, Kognent and the HRIA with sufficient feedback to develop a relevant e-learning course and accompanying resources.

By involving industry representatives in the consultation process, we could establish a course and resources that were embraced by stakeholders, leading to improved safety outcomes.

The process allowed for the sharing of best practices, lessons learned, and technological advancements, thereby driving continuous improvement in load restraint methods and technologies.

Project Communications

Promotional media activity took place throughout October which coincided with Safe Work month. The HRIA promoted to members at every state meeting and updates were provided via newsletters and through social media on a regular basis. Our partners, Kognent and Engistics also carried out promotional work to ensure a wide reach.

Issues

Launching later than expected was one issue we faced but we did not want to rush through a course without thorough industry consultation. Dealing with volunteers was the greatest challenge as they have businesses to run and limited time to apply to projects such as this one. Anticipated and actual delays were communicated to the NHVR through the reporting process.

Deliverables

The resources produced through the delivery of this project include;

- Engineer certified load restraint system for Mobile Plant
- E-learning system providing learning assessment for restraint of Mobile Plant directly related to the certified system
- Downloadable guidance documents on load restraint systems

These are all freely available to industry via the HRIA website.

<https://hireandrental.com.au/resources/chain-of-responsibility-load-restraint/>

Project Transition and implementation

The project will continue after the completion of the funding. A nominal administrative fee will be introduced in November 2023 to cover the cost of maintaining the LMS and hosting on the HRIA website.

The HRIA will continue to promote safety in the field of load restraint and all areas of transporting hire equipment throughout Australia.

Lessons Learned and Best Practices

The consultation process worked well. Although finding time for volunteers to contribute to the project was not easy, we ensured a wide range of industry stakeholders were able to provide feedback. The practical sessions in the hire yard helped validate the systems and guidance being produced.

The e-learning system is an excellent way to reach a wide audience. When the HRIA ran face to face courses in the past, the cost and logistics were far more challenging, and the result was less wide reaching.

In the future, we would organise the consultation groups earlier, providing volunteers more notice to give up their time.

Post Project Recommendations

Having delivered Chain of Responsibility training and load restraint training for the hire industry, the next logical step where we identify a gap is the actual loading and unloading of plant and equipment. This is a high risk activity and if not done correctly can have fatal consequences.

The HRIA submitted an application in the next round of NHVR HVSI funding for consideration and if successful we look forward to providing industry with training and resources for loading and unloading plant and equipment, ready for load restraint and safe transportation.