

STANDARD OPERATING PROCEDURE - CSCS COURIER SERVICE



NOTE: It is an essential requirement that the incumbent(s) have a current Driver's License

Scope: Wagga – Bathurst CSU campuses (exchanging vehicles at Woodstock).

Purpose: The courier service is designed to deliver an efficient service for the transferring of university goods from Wagga and Bathurst campuses on a daily basis.

Procedure:

SIGN ON

- Sign on Book & Van Keys in designated office – *ask your supervisor.*
- Carry Mobile at all times and have all contact phone numbers
- Operator **MUST** wear a high visibility vest or jacket at all times.

CHECK VEHICLE

- Tyres
- Make sure van is Loaded & Load is secured
- Make sure Windscreen is Clean
- Ensure required tools are available in the event of tyre replacement
- Quick check of Van and check Load.

Loading of Van

Refer CSCS Work Instruction: Loading and Unloading of Courier Vans

Van is self-locking after the keys have been removed from the Ignition. Always check that the Van is locked if unattended.

No smoking in the Van.

Left side passenger compartment has a Fuel Card if needed and the Kilometre Sheet to be filled in at daily

Three areas of safety awareness:

- ❖ **Safe driving practices**
- ❖ **Defensive driving**
- ❖ **Breakdowns and accidents**

SAFE DRIVING PRACTISES

Safe driver practice through driver health and safety

- Maintaining physical fitness
- Maintaining and checking eyesight
- Ensuring correct posture
- Awareness of fatigue systems
- Avoiding combining drugs and driving
- Identifying hazards that could cause injuries
- Zero tolerance for alcohol

Physical fitness

- Adopting a regular exercise routine
- Be aware that any physical or medical conditions (pre-existing or on-going) may affect your ability to drive safely.
- Seek medical advice in the case of physical or medical condition

Maintain and check eyesight.

- Eyesight is critical to high performance, accuracy and your safety
- If eyesight quality decreases, seek medical advice immediately
- Monitor for the presence of reduced night vision, particularly as you get older

Ensure correct posture.

- Poor driving posture increases fatigue, and aggravates pre-existing spinal or muscle problems
- Adjust your driving position: sit upright with back and shoulders against the seat, legs well supported

Self-monitoring the symptoms of fatigue

- Fatigue results in poor judgment and over-reacting
- Maximise health and performance by recognising the symptoms of fatigue as: 1. Frequent yawning 2. Heavy eyelids 3. Dry mouth 4. Shivering 5. Double vision 6. Sore eyes

A strategy for fatigue

- Don't wait for the symptoms to appear
- Get adequate sleep
- Take short, frequent breaks to exercise or nap
- Fresh air entering the cabin
- Eat smaller, light meals frequently
- Keep your eyes moving

- If you feel sleepy- stop immediately; take a power nap of at least 5 to 10 minutes to reinvigorate you.

Avoid combining drugs and driving

- Drugs (illegal and prescribed) seriously affect driving performance
- If you are using drugs – do not drive unless the drug is medically prescribed and your doctor has cleared you to drive whilst using this drug. **Notify CSCS management if you are taking any prescribed medication before starting your journey.**
- Check with your doctor about the suitability of the drug and your ability to drive
- Avoid stimulants – it is better to maintain a regular sleep routine

Identifying risk of injuries

- Enter and leave the cab using steps, footholds and grab handles
- Check mirrors before opening door
- Face on-coming traffic when outside the vehicle
- Approach cab door from the front of truck or van
- Always follow safe lifting procedures
- Be aware of the possibility of slippery surfaces on and around the truck or van
- When changing a wheel – use hazard equipment

DEFENSE DRIVING

The principles of defensive driving

Key behaviours of defensive driving include:

- Superior observation skills
- Create and maintaining of safe “space cushion”
- Driving with an awareness of driver vision and blind spots
- Night driving skills and awareness
- Enhancing driver knowledge for wet road conditions

Superior observation skills

- Knowing what is happening ahead, to the rear, and on both sides of your vehicle
- Looking ahead at least at least 12 seconds
- Techniques include: scanning, keeping eyes moving, looking as far ahead as possible and frequently checking all mirrors

Create and maintain a safe ‘space cushion’.

- A space cushion is the safe distance around the vehicle
- Space ahead – 4 seconds (good conditions); Minimum of 8 seconds (poor conditions)
- Time lapse system
- Space to the side
- Space behind
- Space above

Awareness of driver vision and blind spots

- Complete vision is limited by pillars, bonnets, the load or air filter
- Consider these blind spots and who may move into to them at any time

Night driving skill and awareness

- Clean windscreen, (inside and out) and mirrors
- Washers and wipers in good working order
- Look at left side of road ahead to minimise dazzle
- Drive to be able to stop within the distance of your headlight beam

Enhancing knowledge for wet road conditions

- Drive at a speed that allows you to brake gradually
- Increase space cushion ahead to at least 8 seconds
- Prevent skidding when cornering by reducing speed, and making sure vehicle is straight
- Check brakes immediately after going through deep water
- Taking into account the road conditions and surroundings, allows you to stay in control of your vehicle

BREAKDOWNS AND ACCIDENTS

Breakdowns

If you breakdown or driving becomes unsafe:

- Park vehicle off road
- Switch on four-way flashers and warning lights
- Place reflectors
- Send for assistance
- If you must leave, secure vehicle and load first

Wheel changing

Safe action procedures:

- Don't attempt in dangerous situations
- Drive on a flat tyre until in a safe place, with a flat firm surface
- Set up warning devices
- Place chocks and ensure parking brake is on
- Re-fit wheel by tightening wheel
- After 50 kilometres re-check for tyre damage

Accidents

If you come across an accident:

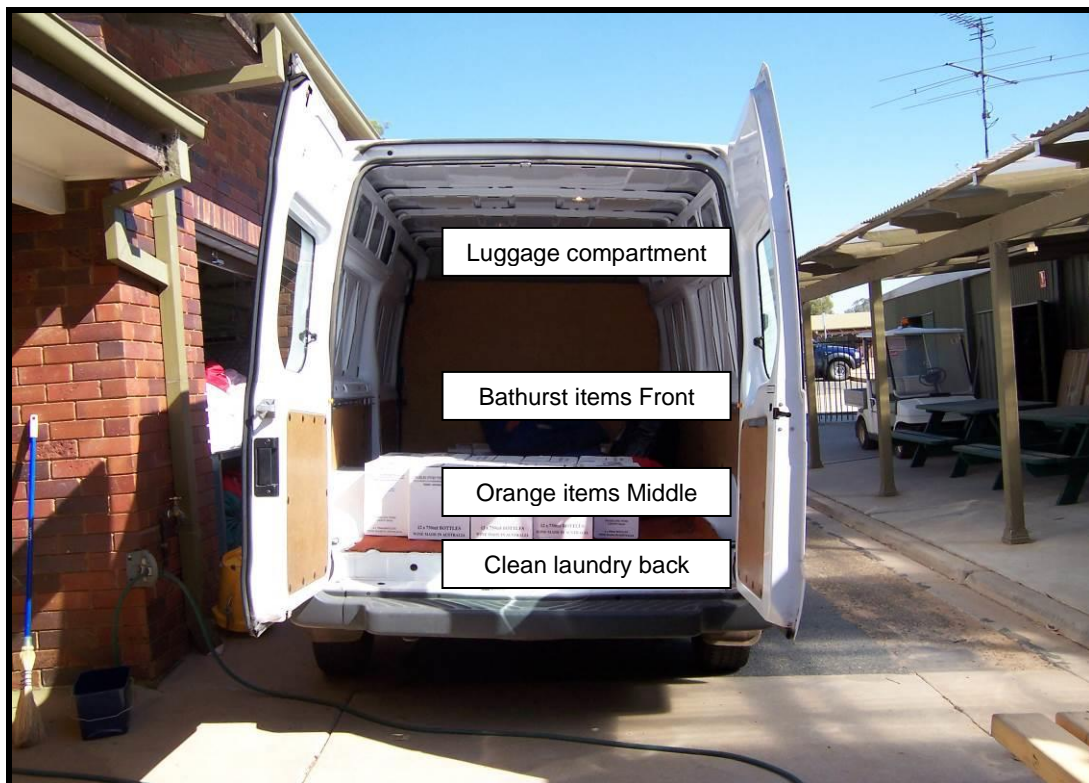
- Stop, turn off engine
- Assist the injured and protect your own safety
- Use warning devices
- Call for medical help
- Follow emergency procedures if transporting dangerous goods

- Take details of accident
- Report accident to police within 24 hours

If you are involved in an accident follow procedures outlined in the document found in vehicles glove compartment. Exchange driver does not take charge of damaged vehicle, follow procedures outlined in folder in the vehicle.

Loading of Van

Pallets should be strapped down using Ratchet Tie down Straps (found in the Luggage Compartment in the back of Van). The Van has floor holding plates to tie down load.



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