

# Retail Logistics Supply Chain Code of Conduct Responsibility Matrix



NUMBER		OPERATIONAL REQUIREMENT	CONSIGNOR	TRANSPORT OPERATIONS (E.G. LINE HAUL OPERATOR)	RECEIVING OPERATIONS
			This will have application to external suppliers to retailers in relation to the primary freight chain, and to retailers where they supply their own facilities.	The Consignor and the Carrier will formulate and agree on a plan for each individual location and supply chain task.	This will apply to the retailer when receiving goods from an external OR internal supplier - for example, to the facilities receiving goods from the retailer's own distribution centres.
1	Legal Compliance & COR	This Code is designed to help parties to comply with relevant transport laws particularly those relating to heavy vehicle mass, dimension and load restraint and fatigue.	All parties in the logistics supply chain must comply with all laws relevant and applicable to their operations.	All parties in the logistics supply chain must comply with all laws relevant and applicable to their operations.	All parties in the logistics supply chain must comply with all laws relevant and applicable to their operations.
2	OHS Risk	OHS compliance: An employer should have in place systems and work practices that identify, assess and control risks arising from site and work characteristics designed to maintain a working environment that is safe and without risks to employees and other persons.	An OHS Compliance Program must be in place.	An OHS Compliance Program must be in place.	An OHS Compliance Program must be in place.
3	OHS Controller of premises	OHS compliance is not limited to employers and includes "managers or controllers of workplaces" who have a duty to provide a safe workplace and the means of entering or leaving it are safe and without risks to health. This duty may often overlap with the duty of employers referred to immediately above.	An OHS Compliance Program must include assessment of potential risks while the Carrier's vehicle and or driver is on the premises and taking appropriate measures. Provision should be made for access to amenities and suitable facilities for the driver if required.	An OHS Compliance Program must include an effective consultative process between drivers, schedulers, and where necessary the relevant parties in the logistics supply chain.	An OHS Compliance Program must include assessment of potential risks while the Carrier's vehicle and or driver is on the premises and taking appropriate measures. Provision should be made for access to amenities and suitable facilities for the driver if required.
4	Queuing	Adopt best practice systems to minimise waiting time.	Adopt work systems that minimise loading time; provide Carriers with estimates of loading times (time on premises & driver work time estimates) prior to the vehicle arrival; advise Carriers if these times are likely to change preferably before vehicle arrival. Commit to reduce any "down time" (non-productive time) to reduce any potential unintentional impact on fatigue.	Meet agreed loading times; ensure the driver has sufficient available hours to undertake the loading or unloading. Any alteration to agreed times to be communicated to relevant parties. Promptly advise all parties if unable to meet the delivery and unloading schedule.	Adopt work systems that minimise loading time; provide Carriers with estimates of loading times (time on premises & driver work time estimates) prior to the vehicle arrival; advise Carriers if these times are likely to change preferably before vehicle arrival. Commit to reduce any "down time" (non-productive time) to reduce any potential unintentional impact on fatigue.
5	Fatigue	Fatigue management program: have in place systems and work practices to comply with relevant driving hours and fatigue regulations.	The Consignor must satisfy itself that delivery timetables are reasonable having regard to the fatigue management of any driver transporting freight	The Carrier will put in place a driver fatigue management plan/strategy for the relevant task.	The Consignee should where appropriate consult with the Consignor and transport operator in relation to delivery schedules.

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6	Time slot flexibility	Time slot flexibility: recognition that many factors can influence transit times and that drivers may need some flexibility to amend time slots.	Drivers can be delayed for a variety of reasons, many beyond their control. The driver (or prime contractor) must advise the Consignor and/or Consignee on a timely basis of any delay which may impact on the ability to meet an agreed time slot. By mutual agreement a new or rescheduled time slot should be arranged with minimal inconvenience to all parties.	Prime contractors should monitor the driver fatigue management plan/strategy and advise relevant parties as to any substantial deviation and take remedial action so as to keep the entire logistics chain informed so that a new or rescheduled time slot can be arranged with minimal inconvenience to all parties.	Drivers can be delayed for a variety of reasons, many beyond their control. The driver (or prime contractor) must advise the Consignor and/or Consignee on a timely basis of any delay which may impact on his ability to meet an agreed time slot. By mutual agreement a new or rescheduled time slot should be arranged with minimal inconvenience to all parties.
7	Communication	Consignors have a duty to provide accurate information regarding the size (i.e. dimension), weight, quantity of individual items, nature or type of commodity (e.g. dangerous goods) and any other information deemed relevant to the movement of the freight.	Prior to loading (preferably at the time the pick up is booked) provide accurate information about the size, weight, and physical nature of the consignment together with any time frame for delivery or transit time requirements. If temperature controlled vehicles are required details of specific requirements should be provided.	Allocate suitable vehicle for the load and advise if times nominated are lawfully achievable.	Receiver must not coerce or place unreasonable demands on the Consignor, Carrier or the driver.
8	Safe Loads (Preparation)	Consignors have a duty to provide freight in a manner and condition that the Carrier can secure in accordance with load restraint regulations.	The Carrier will be expected to secure and restrain the consignments so as to meet load restraint regulations. The Consignor should present the freight in such a way as to permit the Carrier to secure the freight in accordance with regulations.	The Carrier will ensure that consignments meet "load restraint" regulations when securing the load. If the vehicle has been loaded by the Consignor or another party the driver will require documentation confirming that the consignment has been loaded according to regulation.	Submit a non-conformance report to the supplier and Carrier if the load is considered to be improperly secured.
9	Safe Loads (Compliance)	Safe loads: compliance with the "Load Restraint Guide" 2nd edition & the "Australian Dangerous Goods Code (ADG7)"	Where a Consignor is also the loader the Consignor is obliged to load the vehicles to meet all the requirements of relevant load restraint and dangerous goods regulations.	The Carrier is not to transport any consignment that does not meet the requirements of the "Load Restraint Guide" 2nd edition & ADG7.	Submit a non-conformance report to Consignor and Carrier if there has been any breach of the regulations.
10	Container weight	Consignors have a duty, when the freight container (e.g. ISO container or semi trailer) has been loaded by the supplier or Consignor to ensure it has been loaded in such a way as to comply with all relevant mass regulations.	Under specific regulations Consignors have an obligation to provide the Carrier with a container weight declaration. While there is a specific requirement for ISO containers Consignors are obliged to provide identical information for any type of consignment.	Carriers are obliged to provide an appropriate vehicle to transport the freight to meet mass requirements, including having the container weight declaration in the vehicle.	Submit a non-conformance report to Consignor and Carrier if there has been any breach of the regulations.
11	Consignor loaded trailers	Preloaded trailers.	The Consignor must provide accurate weights for the consignment. If the Consignor has "pre loaded" the vehicle or container, it must have in place systems to ensure compliance with both axle weight limitation and gross vehicle weight limitations. The driver must be provided with this information before leaving the Consignors premises.	The Carrier is obliged to have in place systems that ensure maximum mass allowances are not breached (e.g. vehicle load plan). If the vehicle or container is to be loaded by the Consignor the Carrier must provide the Consignor with mass weight limits for the vehicle.	Submit a non-conformance report to Consignor and Carrier if there has been any breach of the regulations.

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12	Mass compliance	Mass compliance e.g. meet axle weight or gross weight limitations.	The Consignor must provide accurate weights for the consignment. The driver must be provided with this information before leaving the Consignor's premises.	The Carrier must have systems in place so that maximum mass allowances are not breached (e.g. vehicle load plan). If the vehicle or container is to be loaded by the Consignor the Carrier must provide the Consignor with mass weight limits for the vehicle.	Submit a non-conformance report to Consignor and Carrier if there has been any breach of the regulations.
13	Speed compliance	Speeding vehicles policy: have in place a system to monitor speed of Linehaul vehicles (which may include on-board GPS systems) and a monitoring program with regard to speed limiters (e.g. compliance with CVIAQ guidelines for compliance with ADR65/00).	Consignors must not require drivers, whether by direct request or indirectly, to undermine safe and agreed trip plans or to meet unrealistic schedules which require speeding or a breach of driving hours regulations. Schedules should be agreed prior to departure.	Carriers should have in place suitable systems so that vehicles are speed limited in accordance with regulations, transit times are monitored, there is regular review of routes, conditions etc. Carriers should set realistic schedules within lawful limits and always in consultation with the driver.	Consignees to report any non-conformance with the safe driving plan to the Consignor and Carrier.
14	Equipment	Equipment used in the loading, transporting and unloading of consignments must be fit for task - i.e. It must be safe, meet relevant equipment standards, be compatible with other equipment used in the process.	Any mechanical handling equipment used in the loading process must be suitable for the task and regularly and properly maintained and serviced in accordance with manufacturer's specifications. The operator must be appropriately licensed or qualified and trained in the safe operation of the equipment or any other device used in the loading process.	The vehicle must be: (a) roadworthy (b) fit for task (c) and regularly and properly maintained and serviced in line with manufacturer's specifications. The driver must be appropriately licensed and qualified and suitably trained.	Any forklift or mechanical device used in the unloading process must be suitable for the task and regularly and properly maintained and serviced in accordance with manufacturer's specifications. The operator must be appropriately licensed or qualified and trained in the safe operation of the forklift or any other device used in the unloading process.
15	D & A free workplace	Drug and alcohol free environment: have in place an effective policy which includes a program for random testing.	The Consignor should provide a drug and alcohol free environment.	The Carrier should have a drug and alcohol policy which includes random testing.	To notify the Carrier and Consignor if a driver appears to be affected by drugs and/or alcohol.
16	Driver Health	Driver Health: have in place a policy which includes minimum standards for driver medicals and a "Fitness for Duty Policy".	The Consignor is not to load any vehicle where it is considered on reasonable grounds that the driver is not fit for duty.	The Carrier will have in place a policy which includes minimum standards for driver medicals and a "Fitness for Duty Policy" e.g. Drivers are to advise the company i.e. their immediate supervisor, if they are unfit for duty due to any lifestyle, health or medical issue both before and during work.	To notify the Carrier and Consignor if a driver appears to be unfit for duty.
17	Subcontractor assessment	Subcontractor Assessment: The Prime Contractor has in place a subcontractor assessment procedure.	The Consignor must be satisfied that the contractor (Prime Carrier / Head Carrier) has in place appropriate systems designed to ensure any subcontractor acting on behalf of the prime Carrier, will as part of the logistics supply chain comply with all applicable laws and regulations.	The Prime contractor will have in place management systems designed to ensure any subcontractor complies with all applicable laws, regulations and site requirements including site inductions.	Consignees to report any non-conformance to Consignor and Carrier.