### Example Procedure

| Name | Hazard management procedure (Driver) |
| --- | --- |
| Revision Number |  |
| Accredited Operator Number |  |
| Implementation date |  |
| Last variation date |  |
| Relevant person |  |

### Overview

| **Goal** | Everyone in the service spots and reports safety hazards. |
| --- | --- |
| **Procedure** | Examples of a driver displaying unsafe behaviour which may lead to an incident or near miss:   * They have been issued with infringements or convicted of traffic offences when driving for the service. * They have been charged or suspected of committing an offence which may mean they are unsuitable to be a driver. * Shown behaviours inconsistent with the Code of Conduct. * Shown driving behaviours which may cause an incident (such as failing to stop at intersections, slow in congestion, rushing and not paying attention) which may have arisen out of a customer complaint or been involved in a near miss(es).   The person who is aware of the behaviour is to report to the relevant person who will assess the behaviour and to determine whether it relates to:   * Competence to drive. * The driver not trained or previously made aware about inappropriate behaviour. * A vehicle defect relating to a particular vehicle (eg vehicle did not stop at red lights due to faulty brakes). * A medical condition affecting the driver’s ability to drive. * A particular behaviour (such as rushing when driving.)   Once an assessment is made, an appropriate action will be determined which may include:   * the driver to undertake further awareness training for specific behaviours. * a notification to the Transport Commission or the Registrar of Motor Vehicles (if it relates to a medical condition or serious charge).   A hazard assessment form must be completed.  Once the behaviour has changed or fixed, the hazard is cleared from the form, and the Driver Register is updated for that driver. |
| **Responsibilities** | * The person who detected the fault must report it to the relevant person. * The relevant person must assess the fault and determine an appropriate action. * If an incident has occurred, the relevant person must record the hazard on the risk register. * The relevant person must record his assessment and reasons in the hazard management form. |
| **Key behaviours** | * The relevant person must make an honest assessment with a safety focus. |
| **Innovate** | * Use electronic reporting for all procedures and forms |
| **Training and Awareness** | All drivers undertake awareness training:   * As part of their induction training before staring for the service. * As part of remedial training if the driver did not report a vehicle fault or defect. * As part of a general refresher training. |
| **Tools and supports** | This procedure will be:   * Available to drivers located on the dashboard of every on-demand vehicle, and to affiliated operators, base and dispatch officers by an electronic record. * Included in the network’s newsletter when an incident arises out of a driver not following this procedure. * Kept electronically under accreditation safety system templates, once approved. * Once a variation of the procedure has approved attach template 2 to ensure that all staff are aware of the new procedure and understand how to follow it. * The relevant person will replace the former procedure with the new procedure in the induction training for new drivers. * The relevant person will update electronic accreditation safety systems with a new version of the variation procedure. |

**Hazard Report Example Template**

**Reporting a hazard**

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| Who reported the hazard?   |  |  | | --- | --- | | Time and date of person describing hazard  Name of person reporting hazard  How the person became aware of the hazard  Who the person reported the hazard to for assessment | 10am on 23/02/2023  Jordan Smith  Customer Complaint  Taylor Tonks |   What is the hazard? | |
| Time and date when hazard identified  Location of the hazard  Description of vehicle or driver involved in the hazard  Description of hazard | 9.45 on 23/02/2023  Main depot, Main Street, Hobart  Name of driver  Driver drove vehicle into an intersection when should have stopped on a red light. This caused a near miss, as another vehicle proceeded into the intersection on a green light. |
| **Assessing a hazard**  Who assessed the hazard |  |
| Time and date of the reporting  Name of person assessing the hazard | 10.30 on 23/02/2023  Name of person assessing hazard |

|  |  |
| --- | --- |
| What is the assessment? |  |
| Chance the hazard will create an incident  Action that can be taken to prevent an incident  Action to be taken  Action to be taken immediately or deferred  If deferred, why and when to | Minimal Possible/Probable  X  Driver to be informed that they had run a red light which had nearly caused a crash. Need to take care and slow, before any intersection and only enter when safe and legal to do so. If an incident occurred, it would have led to a personal injury and the vehicle not being used.  Immediately. |

**Clearing a hazard**

Who cleared the hazard?

|  |  |
| --- | --- |
| Time and date when hazard cleared  Action taken  Name of person clearing the hazard | 4.15 on 23/02/23  Person who informed driver about the expected behaviour, and updated the driver register relating to the driver about the near miss and the additional awareness training provided.  Name of person clearing the hazard |