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## Accurate and complete documentation

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Under the Heavy Vehicle National Law and Chain of Responsibility (CoR), safety within the transport industry is a shared responsibility across all parties in the transport supply chain. Meaning from the initial request to Hicks Transport Group, to the end delivery of freight, the consignor, consignee, operations team, loader and driver all have an obligation to ensure safe transport activities are able to be met and responsibility for accurate and complete documentation is shared.

To support this, Hicks Transport Group strongly encourage our customers to email all booking requests to the Operations Team on [cobops@hickstransportgroup.com.au](mailto:cobops@hickstransportgroup.com.au) capturing the below:

### **PICK-UP DETAILS**

1. DATE and TIME of collection
2. Business Name and/or Contact Person
3. Full address
4. Contact Email and Phone number

### **DELIVERY DETAILS:**

1. DATE and TIME of delivery
2. Business Name and/ or Contact Person
3. Full address
4. Contact Email and Phone number

### **Freight description:**

1. Weight and dimension
2. General or refrigerated freight
3. Standard or non-standard pallet
4. Volume/ quantity
5. Packaging, i.e., palletised or other

**Special instructions:** Provide detail on any unique or special requirements, i.e., Dangerous Goods, oversized load etc

**Account details:** Who will the movement be charged to?  
Business Reference or PO numbers to be included

The Operation Team then assess and plan the freight movement around the following considerations.

- **Driver schedules**

Drivers under the Heavy Vehicle National Law have regulated work and rest hours depending on their fatigue management standard, i.e., Basic, Standard or Advanced, so driver considerations are:

- ✓ driver hours available
- ✓ trip routes (trip expected duration)
- ✓ delivery timing requirements
- ✓ heavy vehicle licence required by the driver for the load

- **Heavy Vehicle type**

Considering the load size and type required and vehicle availability; refrigerated van, dry tautliner, rigid, A or B-double.

- **Trip/ route planning**

Operations consider and plan the route dependent on other loads and freight being moved. Considering roads approved for heavy vehicle access and road closures or road conditions. Small rigids are co-ordinated to collect small units of freight and provide access to areas and roads that are not heavy vehicle approved.

- **Load plans**

Operations devise a load plan to ensure the correct weight distribution of freight across a trailer and axles for the safe carriage of freight as per the National Transport Commission.

- **Manifest (run sheet)**

Loaders sign off manifest sheet, ensuring all freight is correct and accounted for. And sign off the load plan, ensuring weights and dimensions are checked and correct.

The freight is then tracked to a truck and driver.

- **Connote**

If a connote has not been raised, the driver will complete a connote at the time of collection.

- **Proof of Delivery**

All deliveries must be signed by the receiver for proof of delivery (POD). Correct documentation – include driver name, truck number, date and to be signed.

As a valued customer of Hicks Transport Group, we hope this memorandum provides an easy-to-follow guide on how to book a freight movement. And highlights specific transport industry safety requirements when considering driver scheduling, load plans, vehicle type etc that are dependent on accurate and complete documentation.

