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**Compliance – The Discussion Industry Needs to Have**  
**Delivered at the 12<sup>th</sup> Transafe WA Road Transport Industry Safety Forum**  
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Opening slide = driver license pathways

Good morning, my name is AP; I am the GM for LN Price & Partners – we are a group of businesses that includes retail – Newsagency / PO, Hairdressing, driver training (RTO), wine storage, distribution, transport, & scrap metal; by far the largest of the group is BFS (Busselton Freight Services) – we are a family business that has operated in the transport industry for over 35yrs.

As you watch the clip:

Just think about what you observe daily on the roads – the near misses, the accidents & the effect on the group of people connected to these.

What I want to bring into discussion today is the secondary transport industry, one that exists within businesses that run vehicles in house as part of their activities.

For example:

- Plant supply Co's
- Specialist Food suppliers
- Event Coordinators
- Abattoirs
- Glass Carriers
- Aluminium Carriers
- Landscaping Co's
- Equipment Hire Co's
- Bobcat Operators
- Galvanisers
- Market Gardeners
- Car Transporters
- Civil Engineering businesses – especially the smaller operators
- Sign Companies – pic of our sign
- Rubbish trucks – front bin lifters
- Car trailer suppliers
- Turf Farms
- Scrap Metal buyers
- Machinery Dealers
- Local Gas delivery vehicles &
- Most accredited fleets - that also operate non accredited vehicles
- Tyre Shops performing mobile works

That's just a list compiled in a 20 min period on the forest highway

Roll the film

The local sawmill brought in his truck for a service at the mechanics up the road from us. We were asked to 'test drive' this truck to get a handle on what the issues were – the driver returned saying there was a few & he couldn't keep it on the road over 70 ---- km/hr

- The bill was – a \$17k service.

This is just one example of what I am talking about, there are many similar I have observed in my 36 years in the transport sector.

I am very pro compliance & together over a period of 10 years we have steered the business from a position of basically nil compliance procedures through COR (RLSC), MRWA Accreditation (all vehicles), HACCP, and RTO platforms – & are now tackling our present day target – we're mid-way through ISO certification for QM, OSH & Environmental stds.

- It has been a long journey that has been difficult at times, fraught with problems (I like to call these opportunities) - sometimes costly - but always worthwhile.
- Benefits realised along the way is a more efficient, streamlined operation & this has driven margin growth over the whole business

I wrote a paper a few months ago & presented it to my Transafe colleagues; clearly it struck a chord – I'll read some of it today:

- Read the Transafe text

For non-accredited vehicles – you obtain your truck license, which is often equivalent of 5-12hrs training depending on your ability & then undergo an assessment for vehicles up to & including that class & you're good to go -> nearly forever?

- You 'may need' need to obtain a Medical – one medical lasts until the age cut-off
  - BUT the 'may need' conditions are:
    - Drive more than 60hrs / week or;
    - More than once per week drive more than 10 hrs or in 24;
    - More than once per week driving includes periods between midnight & 5am
      - but who monitors these?

& then there's:

- No regular eye sight testing – vision deteriorates with age, it is currently the drivers obligation to report any changes
- no VOC's – unless you are angling for a mine job
- no accredited industry training requirements associated with your job of driving a vehicle on the roads – nothing!

New drivers tend to develop good driving habits when they start out, it's all a bit new & scary so you watch everything & everyone – however overtime it becomes second nature, we observe others performing similar tasks & somehow upskill ourselves to that level with a blink of an eye.

Maybe we aren't as good as we think we are & to keep up we cut the odd corner or two, definitely over time drivers left to their own devices learn bad habits, they speed, brake & corner poorly, they don't have fundamental training like load restraint, axle weight management (a few questions at learners permit time ages ago is a fuzzy memory);

And now we introduce all those bad practices onto the roads with other drivers – many of whom are not truck savvy, never even been in one & they all think trucks speed way over the limit.

Yes there has been occasions when concerned public have contacted our office claiming they're been following one of our trucks that is clearly over the speed limit & the driver should be put off the road – after a few seconds of enquiry as to the location of the issue, a

few clicks of GPS data – they tend to go a bit quiet when they realise the vehicle is not speeding & the vehicle is being managed appropriately; but that’s in an accredited fleet; what about all the other vehicles on the road, the ones that are builders, plumber, farmers or backyard transport operators?

Have you ever observed the interaction between as of right vehicles & other road users, I mean really observed what’s actually going on; like bald tyres on vehicles, poor traffic etiquette, mobile phone use, obvious mechanical defects? - & then thought how safe am I next to that vehicle?

Recently MRWA advised there was over 2500 events requiring road crew attendance to remove debris from Metropolitan roads – that’s around 6-8 per day - of items falling from vehicles!

When BFS has ‘taken over fleets – we generally find the following profiles:

- 25% of drivers have some sort of substance abuse issues
- 50% of the fleet regularly breach axle weigh limits – especially steer axles in rigids
- Nil load restraint or training practices in place

The perception is that the industry is in reasonable shape – however I would argue this only applies to the accredited portion - not so everywhere else. Historically the push back from industry is that we don’t want accreditation – but what is their reasoning?

- the business that doesn’t have any compliance system in place is cheaper to run.
- Their only concern is if they get caught & so far so good, that’s the way we’ve always done it - it’s worked out ok – right? – WRONG
- we wanted to produce a couple of slides detailing a comparison between compliance costs for the two schools of operators – however no matter how we looked at it the compliance spend of non-compliant operators always equalled zero. It’s cheaper to cheat the system than adhere to it. Unless you get caught; which is highly unlikely & even if you got fined \$1000 / month – it’s still the cheaper option - clearly this is just the wrong approach.

We recently completed a tender for a small amount of freight, say 300 pallets per week; in the feedback we were advised we were only a couple of a percent above the winning tender;

- In my feedback I asked why there wasn’t any requirement to supply any training, safety & compliance profiles. – We were beaten by a company with next to zero compliance structure in place & the customer was completely unaware of COR laws & their exposure to them.

Without a mandatory accreditation process in place for the whole of the transport industry there will always be corner cutters, backyarders, rate cutting, fly by nighters & businesses that run their own vehicle’s & therefore by default are transport industry operators –

- it is this area that the Govt. & MRWA need to modulate - by including all as of right vehicles into a basic accreditation scheme - one that allows drivers to populate higher license classes after gaining documented experience - with fall back provisions if a driver is involved in any infringeable offence (VOC)
- there is approx. 5000 accredited operators operating in WA &
  - approx. 10000 non-accredited ones – that’s 66% of the industry operating under the no plan plan.

- Slide detailing the driver pathway flow chart

- Ask for comments / questions from the floor re their experiences out on the road

- Near misses
- Non-compliant vehicles
- Drivers on phones
- How do you feel about expanding the compliance footprint?
  - Are you will to sign a letter requesting same in support of?

regards,

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