

No.	Theme	OPERATIONAL REQUIREMENT	CONSIGNOR (Customer CoR Allocated Responsibilities)	TRANSPORT OPERATIONS (Primary Connect + CoR Allocated Responsibilities)
1.	Compliance	Implement and maintain a Safety Management System (SMS) that systematically identifies, assesses, and controls risks associated with their respective operations to ensure a safe working environment.	Maintain a site-specific SMS that actively manages risks related to goods preparation, traffic management of heavy vehicle interaction with pedestrians, vehicle access/egress and the physical loading/unloading process.	Maintain a transport-focused SMS that addresses risks related to driver fitness for duty, vehicle safety, journey management, fatigue, and interactions at all sites. SMS obligations extend to both HVNL and applicable WHS/OHS legislation
2.	Controller of Premises	Provides safe access, egress, and working conditions for all persons on premises, including providing access to necessary amenities.	Entire premises, particularly the traffic route onsite and designated loading zone are free from hazards and that a site induction covering traffic management and safety is provided.	Drivers are informed of and comply with all site-specific safety rules of the Customer/Consignor. Implement a system for drivers to report any identified hazards at the customer's premises. A clear escalation process must be provided to ensure drivers are not subject to adverse action for reporting hazards
3.	Loading	The party responsible for loading shall conduct the process safely with competent workers, using suitable and well-maintained equipment, and in accordance with the vehicle's load plan.	As a loader: 1. Load the vehicle in accordance with the driver's load plan and verbal instructions. 2. If requested, provide PC+ with access and information to conduct a risk assessment of the loading location. 3. Where the PC+ driver is the loader, provide suitable MHE and instruction on its use prior to the first loading. 4. Perform a pre-start check on the equipment and provide a method for drivers to report safety concerns. 5. Acknowledge the driver's right to refuse to use unsafe equipment. 6. An escalation pathway must be available if unsafe equipment is refused	Where the driver is the loader: 1. Train the driver in MHE operations and compliant loading practices. 2. Provide a clear load plan or verbal instruction on placement of the load onto the vehicle, to the party responsible for loading. 3. Training must also cover HVNL responsibilities and duties of all parties
4.	Queuing	Implement systems to minimise vehicle queuing and turnaround times and to reduce risks associated with fatigue and scheduling pressures.	Manage onsite scheduling and resources to meet agreed turnaround times and communicate any anticipated delays that may cause vehicle queuing.	Adhere, so far as reasonably practicable, to scheduled booking times and promptly notify the Customer of any potential delays in arrival that could impact queuing. Confirm the driver has sufficient available hours to undertake the loading or unloading and complete the forward journey. Scheduling must also be managed to avoid psychosocial hazards under WHS laws
5.	Fatigue	Do all that is reasonable to prevent driver fatigue and comply with legal requirements for work and rest hours.	Manage business demands and the onsite loading process to not cause delays that could pressure a driver into breaching fatigue regulations.	Implement and maintain a Fatigue Management System which supports the driver's fitness for duty. Policies must be developed in consultation with workers and HSRs (where applicable), consistent with WHS obligations Make all journey plans realistic and account for legal work and rest requirements.
6.	Timeslot Flexibility	The operational management of scheduling will acknowledge that unforeseen delays can occur. A clear process for communicating and rescheduling will be established and followed.	Maintain a flexible approach to time slot management. Where notified of a delay, must, so far as is reasonably practicable to provide a new or rescheduled booking time.	Proactively monitor journey progress and immediately notify the Customer of any actual or potential delays that may affect the scheduled arrival time.
7.	Communication & Information	Timely and accurate exchange of all information critical for the safe and legal transporting of goods	Provide complete and accurate consignment data, regarding the size (e.g. dimension), weight and quantity of individual items, the nature or type of commodity (e.g. dangerous goods) and any specific loading requirements to PC+ and driver.	Select a vehicle that is suitable and compliant for the declared consignment. Notify the Customer if the requested schedule or load is not safely achievable. Both parties must ensure communication systems allow drivers to escalate safety concerns without fear of reprisal
8.	Safe Loads & Restraint	All goods to be loaded, positioned, and restrained to maintain the stability of the vehicle and prevent movement during transit.	For products for Woolworths distribution centres, pack goods that meet the Woolworths Group Supply Standards and are well contained and appropriate for transportation. For all other locations, as the loader, ensure the load is placed and restrained correctly on the vehicle, which meets Heavy Vehicle National Law (HVNL) Loading Regulations & the Australian Dangerous Goods Code when securing the load. If the driver is not present at the time of loading, a loader's declaration of compliance should be supplied to the driver. Load to be positioned in a manner that does not interfere with the stability of vehicle.	Provide a vehicle with appropriate, serviceable and certified load restraint requirements. As the loader, ensure the load is placed and restrained correctly on the vehicle which meets the HVNL Loading Regulations & the Australian Dangerous Goods Code when securing the load. Where the Customer is the loader, the driver is to verify the load is secure before departure. A clear escalation pathway must be provided to ensure drivers are not subject to adverse action when refusing unsafe work
9.	Container Weight	For all freight containers (including when empty), a valid Container Weight Declaration (CWD) is to be provided by the Consignor to the Operator before the vehicle departs.	Manage the safe loading of the container onto the vehicle, provide an accurate CWD and maintain compliance of the container's contents with all mass regulations.	Receive and carry the CWD for the journey, and utilise that information to confirm the vehicle remains within legal mass limits. Records must be retained for statutory minimum periods in line with HVNL and WHS requirements
10.	Documentation	All necessary documentation for the transport of goods, including for compliance and proof of delivery, is to be accurately completed and exchanged in a timely manner.	Provide all necessary consignment documentation, such as, but not limited to: CWD, goods receiving notes/manifest, proof of delivery documentation and where applicable: master bills of lading, loader declaration, dangerous goods information, MO41/MO42.	Driver to complete and carry legally required journey documentation and carry proof of delivery as required by PC+. Documentation must be retained for the statutory record-keeping period under HVNL and WHS laws
11.	Mass compliance	The gross and axle mass of any heavy vehicle must not exceed the legal limits at any point during the journey.	Provide verifiably accurate weights for all goods, and, as the loader (if applicable), distribute the weight across the vehicle in accordance with the driver's instructions to meet axle limits.	Implement systems to verify vehicle mass. The driver is responsible for the final check and must not depart if the vehicle is known to be or suspected of being overloaded.
12.	Speed compliance	The party's business practices will not cause or encourage drivers to exceed posted speed limits or operate vehicles at speeds that are unsafe for the conditions.	Ensure that agreed schedules and booking times are reasonable and do not create an expectation or requirement for the driver to speed.	Implement systems to monitor speed compliance i.e. vehicle speed limiting and GPS tracking. All vehicles must comply with legal speed limiter requirements.

13.	Road Use Compliance	Heavy vehicles must only travel on routes that are legally approved for their specific configuration and mass.	Provide accurate and complete addresses for collection and delivery locations to enable correct route planning.	Plan and approve all journeys using route networks that are legally permissible for the load type (e.g. Dangerous Goods) and the specific vehicle combination being used.
14.	Compliance Audit	The party agrees to cooperate with the other party for reasonable requests to conduct audits of processes and review records related to compliance with the HVNL.	Upon reasonable notice, provide access to reasonably relevant documentation and personnel (including loading team members) to verify compliance with HVNL.	Upon reasonable notice, provide access to reasonably relevant documentation to verify compliance with HVNL. Audit obligations extend to WHS/OHS compliance where relevant
15.	Equipment Fitness	All equipment used (including loading systems and vehicles) should be used only for its intended purpose, maintained in a safe condition, and operated by competent personnel.	Maintain any Material Handling Equipment (MHE) or other loading equipment used onsite to manufacturer's specifications and is operated by trained and licensed (where applicable) personnel.	All vehicles must be: (a) roadworthy; (b) fit for the task and (c) regularly and properly maintained and serviced in line with manufacturer's specifications. Where the driver is operating MHE supplied by the customer, the driver should be suitably trained, deemed competent and appropriately licensed (where applicable). Training must include HVNL responsibilities
16.	Drug & Alcohol Free Workplace	Drivers are to be fit for duty and workspace conditions should not endanger driver health	Maintain and enforce a policy prohibiting alcohol and drug use on the premises, taking action if any individual is suspected of being under the influence.	Implement and enforce a policy prohibiting alcohol and drug use for all personnel whilst working under PC+ operations. The policy should include a testing regime. Policy must be developed in consultation with workers in line with WHS laws
17.	Driver Health	Drivers are to be fit for duty and workspace conditions should not endanger driver health.	Provide a safe onsite environment that does not pose an undue health risk to drivers. Monitor for signs of driver impairment and maintain escalation procedures.	Implement and maintain a fit for duty policy which without limitation, addresses processes for managing driver health, medical assessments, and fatigue. Obligations must cover psychosocial hazards in accordance with WHS laws
18.	Subcontractor assessment	When engaging subcontractors have measures in place to assess the subcontractors selection, induction, ongoing performance monitoring and compliance with legal obligations.	If engaging a third party that interacts with the transport task (e.g. another loader) has measures in place to train and maintain the subcontractor's compliance with this matrix.	Maintain a subcontractor management system that includes pre-qualification checks, compliance with HVNL and WHS/OHS legislation, including labour hire licensing obligations, monitors their compliance with operational processes.