

## **Inquiry into heavy vehicle safety and the use of technology to improve road safety**

### **Answers to questions on notice**

**Mr Ben Damiano**  
**Policy Officer**  
**Australian Logistics Council**

**On behalf of Mr Michael Kilgariff**  
**Chief Executive Officer**  
**Australian Logistics Council**

**And Mr Kerry Corke**  
**Policy Advisor**  
**Australian Logistics Council**

**The Hon. DANIEL MOOKHEY:** When there is an evidentiary record showing that a huge amount of the safety risks that arise are not necessarily in the planned delivery schedules between Sydney and Melbourne but rather how the supply chain copes with shock, are you in any position to dispute that evidence? Do you have any evidence to the contrary, or should we be accepting that that literature, which has been provided to us in other submissions, should prevail?

**Mr CORKE:** We have not got any direct evidence. However, it remains the fact that you do have circumstances such as the M5 and the difficulties in moving goods on the M5 and similar roads where issues arise. As best as I understand it, companies have protocols in place to deal with those issues. I do not know what they are.

**The Hon. DANIEL MOOKHEY:** I just want to ask whether on notice it is possible for you to provide whatever information you have about those protocols to which you have just referred as to how major consignors deal with those issues?

**Mr KILGARIFF:** I can go back and ask if that information can be provided.

### **Answer:**

Woolworths takes very seriously its obligations under Chain of Responsibility legislation and its commitment to the safety of drivers and all participants in its Supply Chain. With respect to inbound vehicle arrival management Woolworths as a general rule will accept vehicles up to 60 minutes before and 30 minutes after the allotted time of delivery, allowing a 90 minute window. This scheduling system is to set clear expectations for driver arrival time and to manage the flow of goods to avoid queues and lengthy turnaround times impacting driver hours in what are high volume and high traffic distribution operations.

Generally changes to booking times are made through our replenishment/ordering team the day before delivery, or earlier, as capacity in the distribution centre allows.

In cases of exceptions when drivers are not going to make their scheduled arrival time, due to delays or other good reasons, there is discretion for the site receiving manager to take a driver at a different time. The overriding concerns are for the impact to drivers and hours. In accepting a vehicle at a non-scheduled time the receiving manager must consider the likely impact that will have on other drivers, and their hours, who have presented in the scheduled window. In either case a discussion will be had with the driver to assess the best outcome and maintain compliance with their driving hours.

Another member has told ALC that:

When an event, such as a major accident, delays a delivery, the driver of the delivery, in consultation with their scheduler, is able to advise the retailer of a delay and select a new delivery time.