



Sherpa Driver health and safety guidelines 2020

Date: 22/1/2020

Version 2.1

Sherpa Operations

Introduction

This guideline provides the WHS framework in which Sherpa and its contractors operate, aiming to reduce the risk associated with delivery driving.

This guide aims to provide practical advice to drivers on measures to reduce high-risk behaviour and promote safe driving practices

Sherpa's¹ role and responsibility in promoting WHS best practices:

- Sherpa has a duty of care for the WHS of its contractors within reasonable practice. This duty is limited by the extent of control Sherpa has over the contractor's activities;
- Sherpa exclusively engages with contractors that are properly licensed for the business activities they undertake;
- Sherpa promotes low-risk driving behaviour principles and creates awareness around unsafe driving behaviours (such as cornering, tailgating etc.)
- Sherpa promotes safe driving and lifting habits, aiming to minimize the risk of driver related injuries and other medical implications;
- Monitoring and supervising safe work practices by its contractors and take appropriate measures when a contractor violates the WHS guidelines.
- In case of serious violation of the Sherpa's WHS guidelines by the driver, as well as violating national, state or territory laws and regulatory requirements, Sherpa has the rights to immediately terminate the driver's Contractor Agreement

Driver² duties in WHS

Sherpa requires that drivers take reasonable care and do not put themselves or others at risk, by their actions or omissions. As per section 28 of the Work Health and Safety Act 2011 (WHS Act) drivers also have a duty to cooperate with the measures that Sherpa has developed to eliminate or reduce risks, as well as a duty not to recklessly endanger persons at workplaces.

¹ Sherpa: SHERPA PTY LTD

² Driver: the driver is an independent Contractor who offers services to businesses generally and wishes to provide services to Sherpa and clients of Sherpa who book delivery services through the Sherpa online platform.

As per our contractor agreement and driver manual, the drivers' duties would include:

- Holding a valid driver's licenses for the vehicle they operate;
- Valid vehicle registration in compliance with relevant State or Territory regulation;
- Valid insurance (minimum of Third Party Property) ;
- Compliance with all applicable state and national regulations, including but not limited to, road rules and regulations;
- Under no circumstance drive when over the legal blood alcohol content and under the influence of drugs or medication that affect driving performance;
- The driver has duties to not put himself or others at risk. This includes, but is not limited to, other road users, and people at locations where the driver stops to carry out work.

Road safety

Promotion of road safety and responsible road use by Sherpa

Sherpa promotes strict adherence to Road Rules and general road safety principles, including:

- wearing a seatbelt;
- travelling within the speed limit;
- appropriate or safe use of vehicles;
- sufficiently safe vehicles;
- not touching your phone while driving and using a Bluetooth headset;
- well maintained vehicles;
- driving with caution and reduced speed in adverse weather conditions, on poorly maintained roads, at night and in rural areas;
- having a high visibility vest present in the vehicle;

State	Links to Road Safety Rules
NSW	https://roadsafety.transport.nsw.gov.au/stayingsafe/index.html
VIC	https://www.vicroads.vic.gov.au/safety-and-road-rules/driver-safety
QLD	https://www.tmr.qld.gov.au/Safety/Queensland-road-rules
ACT	https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1828/~/~/act-road-rules
SA	https://mylicence.sa.gov.au/safe-driving-tips
WA	https://www.rsc.wa.gov.au/Rules-Penalties

Driver health and safety

Delivery driving can be taxing on a driver's physical and mental health. Sherpa, therefore, promotes healthy driving and safe item handling habits, as well as ensuring proper safety procedures in case of serious incidents.

Fitness to drive

Sherpa strongly encourages drivers to assess their physical and mental competency before accepting deliveries, especially in relation to driver fatigue. Driver fatigue is mental or physical tiredness that affects a person's ability to function. It may impair performance by reducing attentiveness, slowing reaction times, affecting judgement and reducing performance on skilled control tasks. Being awake for 17 hours or more is estimated to cause a similar level of impairment to a .05 blood alcohol content.

Therefore Sherpa encourages drivers to:

- Take regular breaks;
- don't work more than 10 consecutive hours within a 24-hour time frame;
- maintain healthy sleeping habits;
- stretch and walk at least every 4 hours.

All the aforementioned principles under "fitness to drive" are implemented in the driver's onboarding manual:

Driver Fatigue Management

Make sure you are planning for breaks throughout the day – tiredness can creep up on you.

With the regular stops at pickup and drop-off locations, you may think that you will be able to avoid fatigue throughout the day, but that is not necessarily the case.

Watch Out for the Early Warning Signs:

- Yawning
- Poor Concentration
- Sore/Tired Eyes
- Restlessness
- Drowsiness
- Slow Reactions
- Boredom
- Oversteering

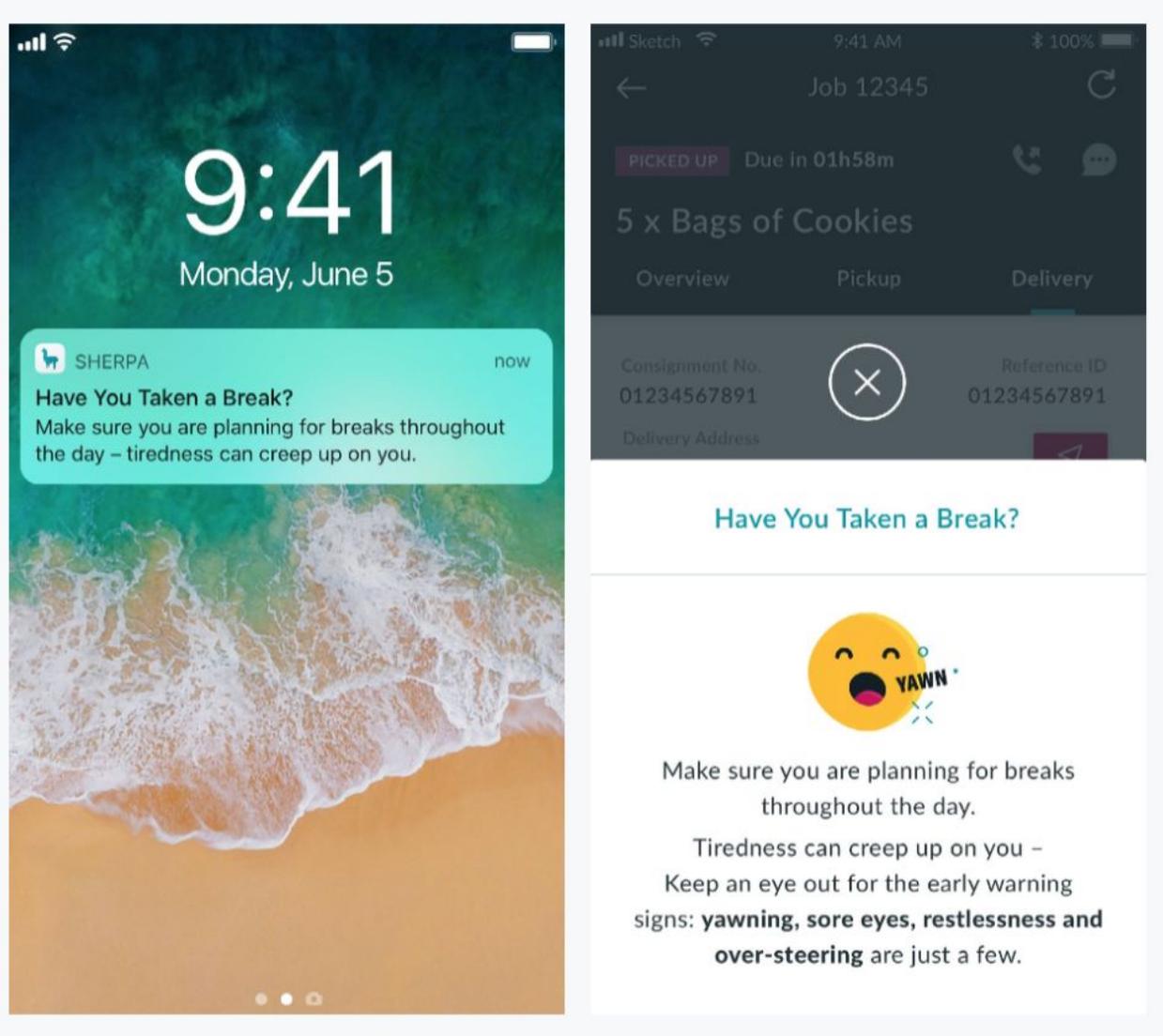
For more info: <https://roadsafety.transport.nsw.gov.au/stayingsafe/fatigue/stoprevivesurvive.html>

If You Feel Tired While Driving:

- Pull over for a break (a 20-min nap works best)
- Stop for a coffee, although the effects of caffeine won't help for long and won't work for everyone. Caffeine is not suitable for some people and can be harmful.
- Even if you don't feel tired, take regular breaks to avoid becoming tired

For more info: <https://roadsafety.transport.nsw.gov.au/stayingsafe/fatigue/tipstoavoiddrivingtired.html>

Fatigue management is implemented in the Driver App by suggesting drivers to take a break after they have been driving for 4 hours uninterrupted:



Delivery item handling safety

Sherpa promotes the use of a trolley for all vehicle types. For van drivers, it is expected that a trolley is present in the vehicle.

While lifting an item, Sherpa promotes the following practices:

Safe Transport & Handling of Heavy Items

To reduce your risk of injury **use a trolley to move heavy items** and ensure you are practicing **safe lifting techniques**:

- Plan and check you have a clear path
- Keep a wide base of support – place feet shoulder-width apart
- Keep your back straight and your face forward
- Bend your knees (not your waist)
- Hold the load close to your body



If you have any doubt, do not attempt to lift/move items

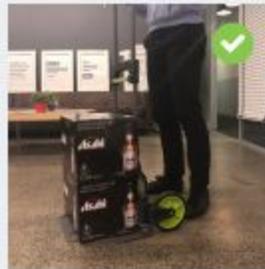


If you do not wish to complete 'Heavy Item' jobs, simply, deselect the option in the daily checklist or account preferences, and you will not be shown these jobs.

How to Transport



How to Carry



In addition, drivers are not allowed to wear open-toed footwear such as thongs for safety purposes and are encouraged to wear a high visibility vest:

What to Wear

Professional & clean



NO Singlets



NO Track Pants



NO Thongs

Also Good to Have:



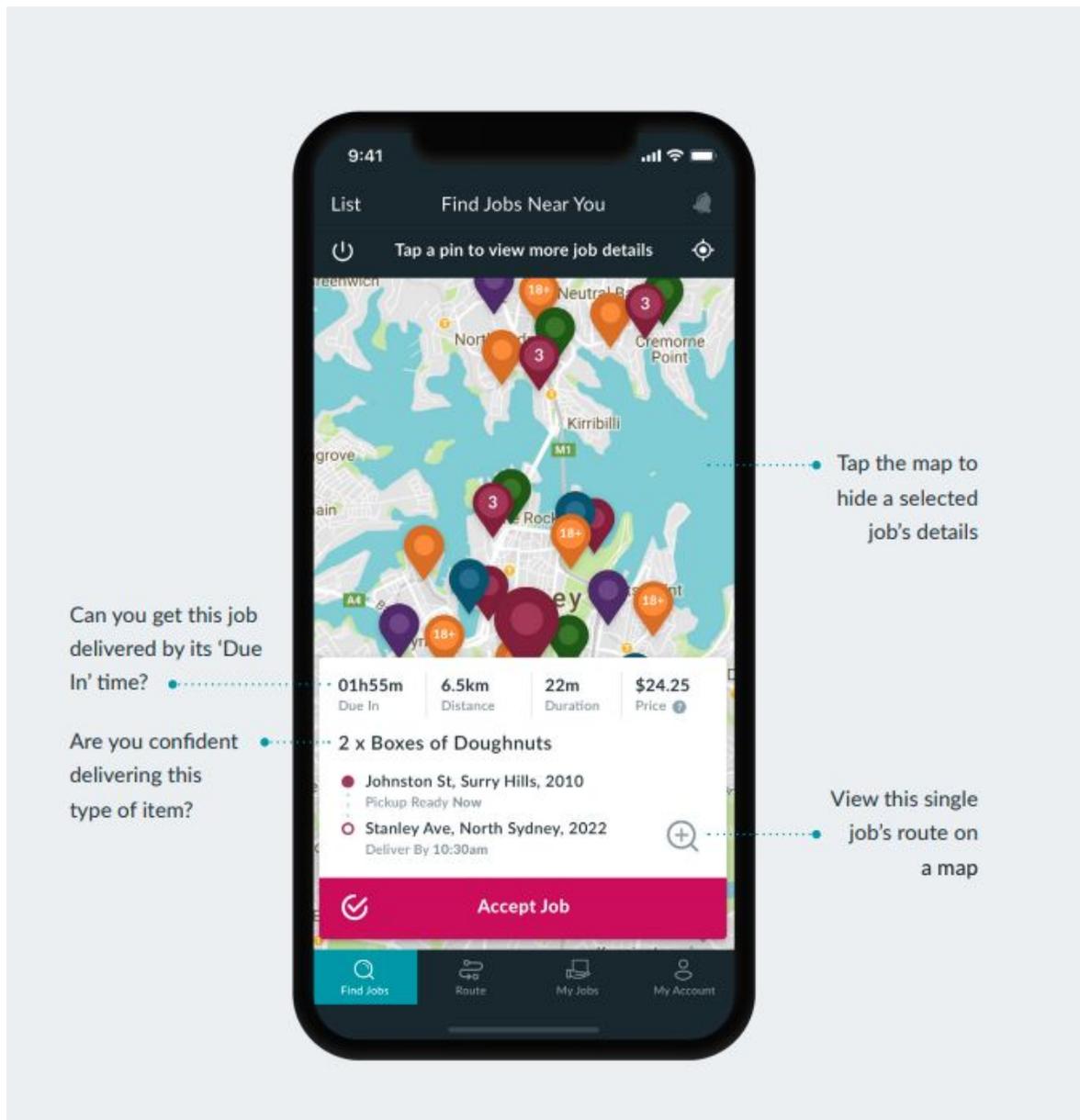
High-Vis Vest



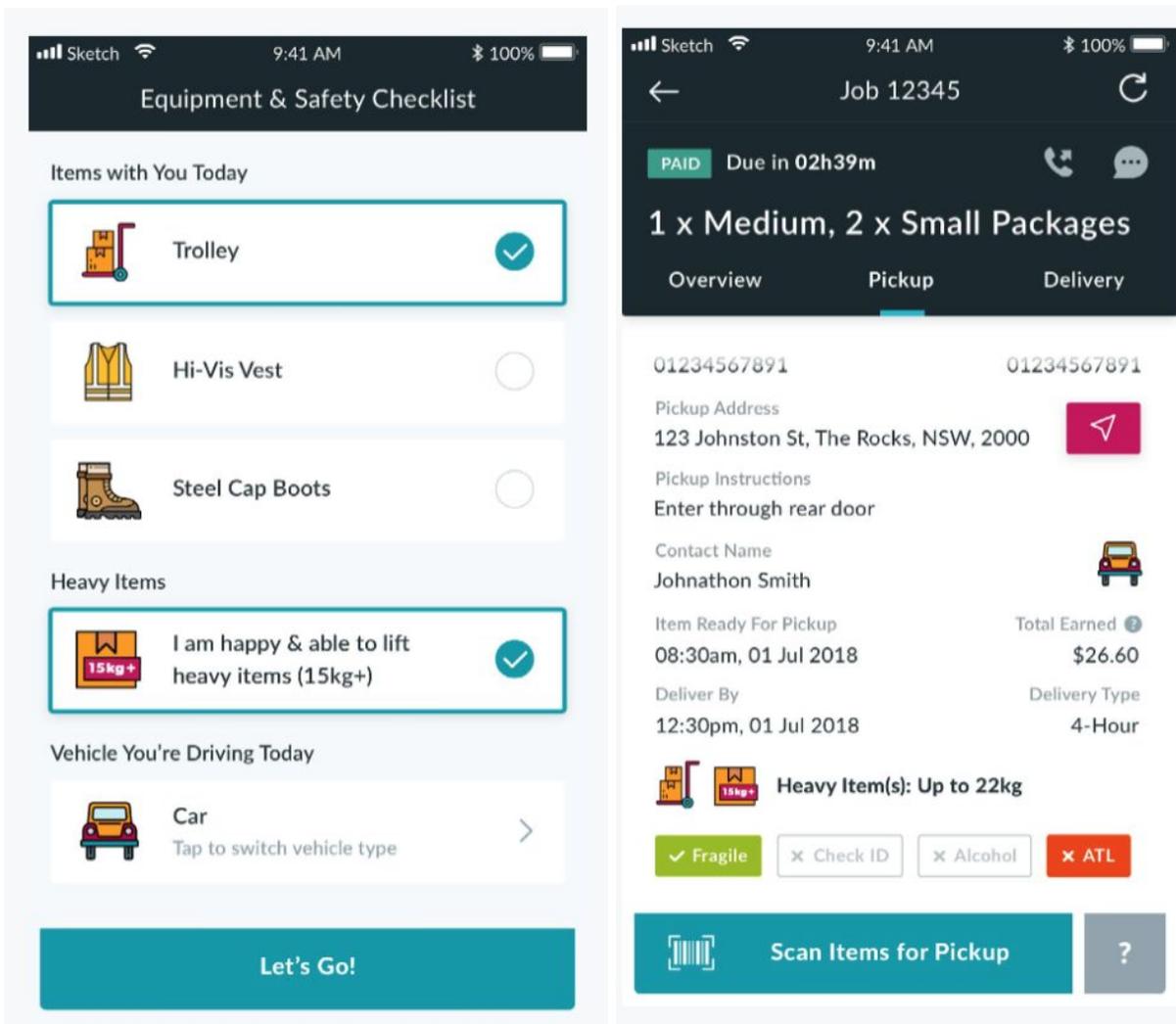
Blanket or Pillows

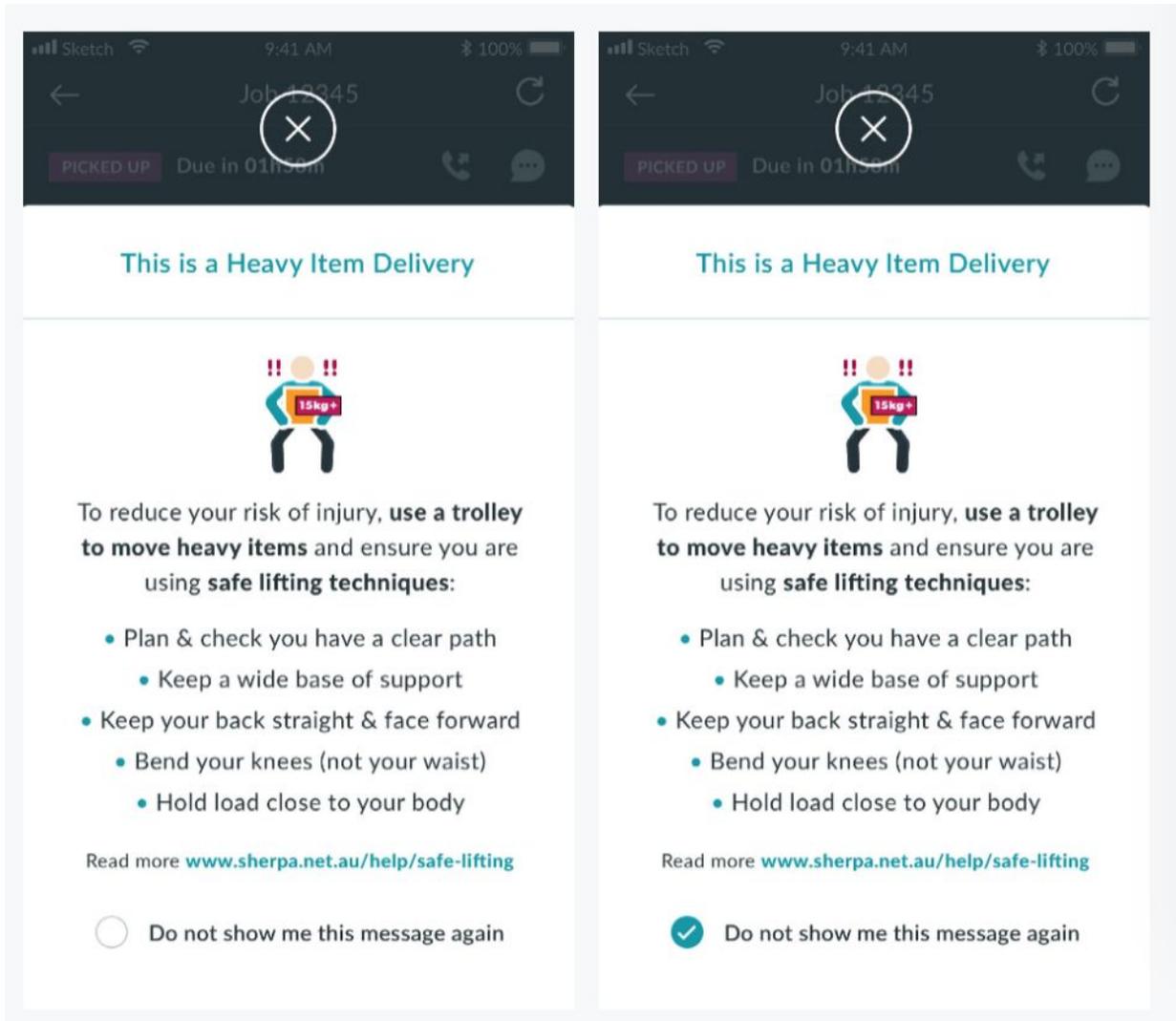
Driver checklist before accepting a delivery

All the aforementioned principles under “fitness to drive” are implemented in the pre-delivery checklist:



In addition, drivers are asked to assess their capability of lifting heavy items when asking to complete their daily checklist and on a delivery level:





Driver safety and incident reporting

Road accidents

If you're involved in an accident, stop immediately. If the damage is not extensive, move your vehicle to the side of the road so you're not blocking traffic. Take a photo of the scene before moving your vehicle, for insurance purposes.

If you can't move your vehicle, turn on the hazard lights, leave your vehicle and move to a safe place.

In addition, always do the following:

- stop to check on other parties involved, and to assess any damage caused.
- make sure you get details about any other party involved in the accident, including their name, address, phone number, driver's licence number, licence plate number and insurance details.
- call emergency services if anyone is injured.
- contact Sherpa
- contact your insurance

Never drive off without stopping to check for damage or injuries - it is also an offence! Your deliveries can wait

Occupational violence

Working alone as a driver results in a higher risk of being exposed to abusive customers, road rage, violence, racism, and robbery. The risk of aggressive recipients increases when the recipient is under the influence of alcohol.

It is important if you get exposed to any form of occupational violence to know what to do:

- Remaining calm, speaking clearly in short sentences and not threatening aggressive customers;
- if threatened, remain calm and cooperate with the assailant's demands. Nothing is worth risking your life;
- contact Sherpa directly;
- contact 000 directly in case of serious threats and/or physical violence

Once the emergency has passed, it's important to inform Sherpa and/or the police what happened

- Fill in Driver safety incident report here: <https://goo.gl/forms/XuhDQQqFT5pxcyut1> .
Once you have filled in the form, we will inform the sender about the violent recipient, so they can take appropriate measures;
- File a police report, when a crime has been committed; this includes (but is not limited to) racial, sexual or gender-related violence, physical violence, verbally threatened or intimidated;