

Loading Dock Management Plan

SAMPLE

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Purpose and Scope

This Loading Dock Management Plan sets out the arrangements [Company Name] will implement to manage work health and safety (WHS) risks associated with loading dock operations. It is designed to prevent injuries, property damage and environmental incidents arising from vehicle movements, loading and unloading activities, use of plant and equipment, and interactions between workers, contractors, visitors and the public.

This plan applies to all loading docks, delivery bays, dispatch areas and related traffic interfaces under the management or control of [Company Name], including:

- Retail and wholesale delivery docks
- Warehousing and distribution centres
- Transport and logistics depots and cross-docking facilities
- Manufacturing and production loading and dispatch areas

The plan covers all workers, including employees, labour hire workers, contractors, subcontractors, delivery drivers, forklift operators, visitors and any other persons who may be affected by loading dock activities.

Objectives

The objectives of this Loading Dock Management Plan are to:

- Identify WHS hazards associated with loading dock operations and implement effective risk controls
- Provide clear procedures for safe vehicle movements, loading and unloading activities
- Separate pedestrians and mobile plant, so far as is reasonably practicable
- Ensure compliance with relevant WHS legislation, Australian Standards and industry codes of practice
- Clarify WHS roles, responsibilities and communication arrangements
- Provide a framework for induction, training, supervision and monitoring of loading dock activities
- Establish incident response, emergency procedures and a process for continuous improvement

Roles and Responsibilities

Officers and Senior Management

Officers of [Company Name] (e.g. directors, senior executives) must exercise due diligence to ensure that [Company Name] complies with its WHS duties in relation to loading dock operations. This includes ensuring that:

- Adequate resources and processes are in place to implement this Loading Dock Management Plan

- Loading dock risks are identified, assessed and controlled
- There are effective reporting and response processes for incidents and hazards
- There is regular review of loading dock WHS performance

Managers and Supervisors

Managers and supervisors responsible for loading dock areas must:

- Implement and enforce this Loading Dock Management Plan
- Ensure risk assessments are completed, documented and kept up to date
- Allocate appropriate staffing, supervision and equipment for loading dock operations
- Ensure all workers and contractors are inducted and competent for the tasks they perform
- Monitor loading dock activities to ensure procedures are followed
- Address unsafe behaviours and conditions promptly
- Consult with workers and Health and Safety Representatives (HSRs) on loading dock safety issues

Workers

Workers, including forklift operators, pickers, packers and storepersons, must:

- Take reasonable care for their own health and safety and that of others
- Follow all loading dock procedures, instructions and signage
- Use plant and equipment in accordance with training and manufacturer instructions
- Wear and maintain required personal protective equipment (PPE)
- Report hazards, near misses, incidents and defective equipment immediately
- Participate in induction, training and consultation activities

Contractors and Delivery Drivers

Contractors and delivery drivers using [Company Name] loading docks must:

- Comply with [Company Name] site rules, traffic management plans and this Loading Dock Management Plan
- Attend site induction and sign in/out as required
- Follow directions of authorised [Company Name] personnel
- Use only designated access routes, parking and loading areas
- Not operate mobile plant (e.g. forklifts) unless authorised and competent
- Ensure their vehicles and equipment are roadworthy and suitable for the task