CS ENERGY PROCEDURE

JOURNEY MANAGEMENT
CS-OHS-72

Responsible Officer: Health and Safety Specialist Corporate
Responsible Manager Head of Health and Safety
Responsible Executive: Executive General Manager Plant Operations

DOCUMENT HISTORY

Key Changes	Prepared By	Checked By	Approved By	Date
Original Release	N Seibel	H Lonsdale	S Faulkner	14/06/2019
4.1 - Remove Wivenhoe. 4.4 - Remove Lead App, replace with CGRF Mobile App. 7 - Add reference to Fatigue Management Procedure	L Hartley	A Cashin	S Colley	05/10/2022
				Tab for new

CONTENTS

1   PURPOSE

This procedure provides guidance on how employees should manage road-based journeys at CS Energy using the third-party provider National Response Centre (NRC). All travel risks should be assessed, including air travel when travelling between CS Energy sites or other locations, although air travel is not included in NRC's external journey management solution.

2   SCOPE

This procedure applies to all personnel required to travel for CS Energy that is greater than 2 hours, or for certain conditions such as employees under 25 (see 4.1 for what this includes). It does not apply to personal travel (to and from work), although employees may choose to use the journey management solution if they wish (see section 4.2.2).

The intent is to assist CS Energy employees to understand the risks relevant to travel, implement controls to reduce risk and provide travel monitoring services to provide timely assistance if required.

Contractors are required to have in place similar arrangements which control road travel risks.

3   RESPONSIBILITIES AND ACCOUNTABILITIES

3.1   Management

Management are responsible for:

- Ensuring that CS Energy personnel comply with Journey Management Procedure requirements.
- Responding to National Response Centre (NRC) escalation to resolve overdue employee travel.
- Encourage and support employees to manage non-work-related travel.
- Discussing the risks associated with travel with their employees and implementing or providing direction to implement appropriate controls to minimise those risks.

3.2   Employees

Employees are responsible for:

- Using the journey management process for all work-related road journeys.
- Applying reasonable diligence in updating the NRC team of any changes to itineraries and completion of journeys.
- Updating any personal information or changes with vehicle registration and escalation contacts.

3.3   National Response Centre (NRC)

National Response Centre are responsible for:

- Recording details of travel on their Journey Management Register
- Verifying that personnel information, vehicle registration, travel route, escalation names and contact numbers are correct and current.
- Provision of an app (TraXu) for employee use.
- Ensuring timely follow up and escalation is undertaken if employee times are overdue (typically 5 minutes).

4 JOURNEY MANAGEMENT PROTOCOLS

4.1 Definition of a Journey

A "journey" for the purposes of this procedure is work related road travel that is covered by the list below. The following travel is classified as a high-risk journey and must be managed through the National Response Centre (NRC), either by phoning in or logging the journey in the app TraXu;

- Road travel between Callide Power Station and any other CS Energy location.

- Road travel between Kogan Power Station and any other CS Energy location.

- Road travel to attend to any other business matter (including, for example, a conference, training, benchmarking exercise) over 2 hours

- Any road travel under 2 hours where the risk is elevated (e.g. if you are unfamiliar with the route, an inexperienced driver like P1 or a lone driver).

4.2 Journey Management Protocols

4.2.1 General

- All CS Energy personnel shall submit a journey plan with the National Response Centre (NRC) for all work-related journeys by either phoning them directly or by logging the journey in the TraXu app.

- If individuals are phoning their journey in, they must provide updates to NRC where the submitted journey plan may potentially be impacted in terms of route or time.

- A break of at least 15 minutes is required every 2 hours while on the road; this should be factored into your journey plan.

> **Important Note –** Individuals must ensure that journeys logged with NRC are closed in a timely manner upon arrival at the submitted destination. Either phone NRC or complete the journey on TraXu. Failure to do this will result in escalation to the nominated escalation contact.

4.2.2 Personal Road Travel

- CS Energy employees can choose to submit journey management plans to NRC for private travel between work and their family home.

- CS Energy management is encouraged to discuss private travel arrangements with individuals who travel extended distances between work and home. These discussions are intended to provide support to employees, on a case by case basis, to manage their travel risks. Support can include use of the CS Energy journey management process.

4.2.3 Logging a Journey with NRC or TraXu

The process for logging a journey is outlined in Section 5 Process Flow and Attachment 1 Details of TraXu Mobile Application.

All drivers must give clear instructions when logging a call i.e. personal contact details, including checking the nominated escalation contacts are correct and available. The driver may nominate to have waypoints during their journey but must consider the following:

- If air travel is a part of the journey, consider flight delays and timings for start of a road journey and end of a road journey.

- Potential traffic delays.

- Mobile data coverage is available for check in purposes.

4.3 Types of Vehicle

Travellers can use either their own private vehicle or hire a vehicle as specified in CS-HR-31 Work Related Travel and Accommodation. A pre- start check of the vehicle is advisable to ensure the vehicle is safe to drive.

Private vehicles must be:

- Roadworthy and mechanically sound.
- Registered and covered by current insurance.

4.4 Risk Assessment

The following risks should be assessed before travelling:

- Road or highway status, familiarity of the roads, off road driving conditions.
- Equipment or luggage is secure.
- Emergency equipment and supplies are available i.e. water, food, first aid kits.
- Mobile phone coverage, alternative communication methods may be necessary.
- Environmental conditions e.g. dusk and dawn, rain.
- Fatigue e.g. mental or physical alertness. All drivers must monitor their own fatigue.
- Drivers must have a current licence for the vehicle they are operating.
- Wildlife.

The general rules for fatigue management whilst driving are:

- Do not drive after being awake for 17 hours.
- Do not drive if your work hours exceed 14 hours in a shift.
- Do not drive more than 12 hours in a 24-hour day.

> **Important Note –** In addition to the mandatory requirement to submit a journey to NRC, a vehicle inspection checklist and a fatigue assessment are available on the CGRF Mobile app for employee guidance.

4.5 Incident/Emergency Management

If a driver and/or passenger are involved in an accident the following should be done:

- Contact emergency services if required.
- Assist any injured person until arrival of an ambulance.
- Assist emergency services as required.
- Move the vehicle from the roadway and secure if possible.
- Remain at the scene until advised by the police (if relevant).
- Call NRC and advise of the interruption to journey.
- Report the incident to your manager / supervisor.

4.5.1 Action required if traveller does not report at nominated waypoint or destination

- If a driver does not check in at the designated break time or following arrival at their destination, NRC will attempt to contact the driver and, if unsuccessful, will ring the first or

second escalation contact (usually the immediate supervisor and the Manager one removed); whichever can be contacted.

- Within 5 minutes of activity expiring without contact from traveller NRC will attempt to contact the driver. If they do not answer NRC will immediately contact the escalation points.

- The nominated escalation contact person should attempt to contact the traveller or try other options to verify their location. If unsuccessful after a reasonable period NRC should be advised that the traveller cannot be located.

- The nominated escalation contact person should then, in conjunction with a senior Manager, determine what emergency action is required, e.g. contact emergency services.

- If the traveller is using the TraXu app, NRC will be able to advise the last known location.

Contact options to try:
- Call the traveller's destination e.g. site, motel or contact person at external site.
- Ring passengers or other colleagues.

Important Note – Managers and Supervisors

NRC escalation calls will always be from **03 9411 2100** – **DO NOT** attempt to return call on this number – it will ring engaged if dialled. But put this number in your phone as NRC Escalation so you don't ignore the call.

Escalations can be returned to NRC on **03 9411 3111** or **1800 952 100**

5   PROCESS FLOW
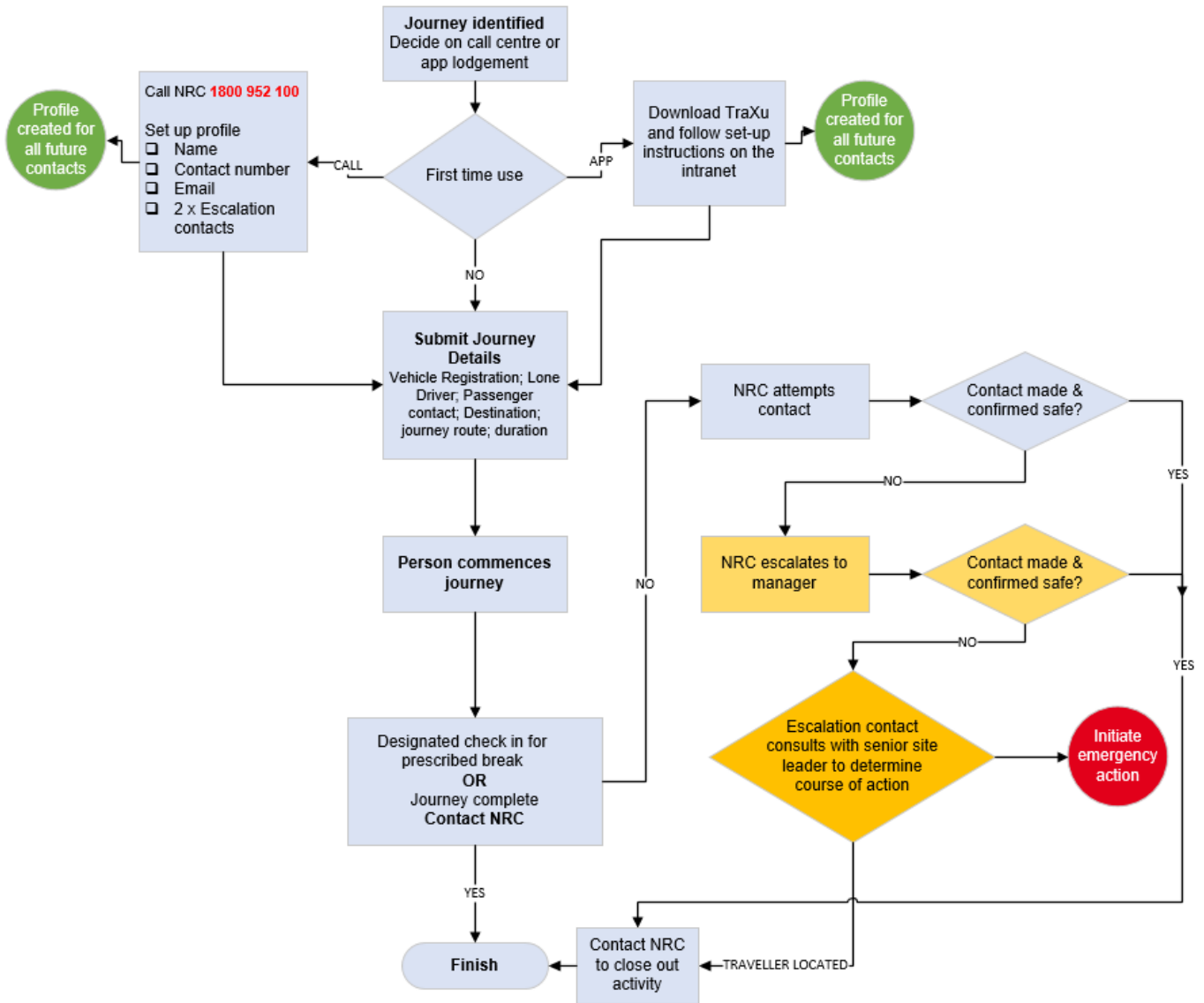
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- Put the NRC phone number in your mobile phone - **1800 952 100**
- It is a dedicated CS Energy line.

6 DEFINITIONS

Term	Definition
Journey	A journey in the context of this procedure is travel that requires road travel as per **4.1 Definition of a Journey** above
Waypoint	An intermediate point or place on a route or line of travel which specifies a nominated position at an estimated time.

7 REFERENCES

Reference No	Reference Title	Author
B/D/12/17845	CS-HR-31 Work Related Travel and Accommodation Procedure	CS Energy
B/D/11/30940	CS-OHS-12 Fatigue Management Procedure	CS Energy

8 RECORDS MANAGEMENT

In order to maintain continual improvement, suitability, safety and effectiveness of the organisation, registered documents will be reviewed on a two-yearly basis or at intervals specified by legislative or regulatory requirements. Review of registered documents should occur where it has been identified that there are changes in technology, legislation, standards, regulation or where experience identifies the need for alteration to the content. Registered documents should also be reviewed following an incident, change management process, modification or where directed as part of a risk assessment process. A 'review' can simply mean that it has been identified, confirmed and appropriately recorded that no changes are required and that the existing process remains the same.

Government Owned Corporations must ensure that records are retained according to accountability, legal, administrative, financial, commercial and operational requirements and expectations. In compliance with records retention and disposal, all documentation created in relation to business must be retained in line with minimum retention periods as detailed in legal retention and disposal schedules.

9   ATTACHMENTS

9.1   Attachment 1 – TraXu Mobile Application

TraXu is the official app for National Response Centre. Travellers may choose either to use the phone in service with NRC or download and use the app.

Key features of TraXu App:

- Activity Creation - Create any monitoring activity as subscribed by CS Energy
- History – View recent activities to Repeat/Reverse an activity
- **Location tracking** – locate your activity on Google map for traceability – only operates while the app is being used and there is an active journey logged. Location is mapped at 15-minute intervals.
- Notification – Receive push notification when you are due to check-in for your ongoing activity
- Profile management – Manage your profile
- Activity management – update/complete ongoing activity
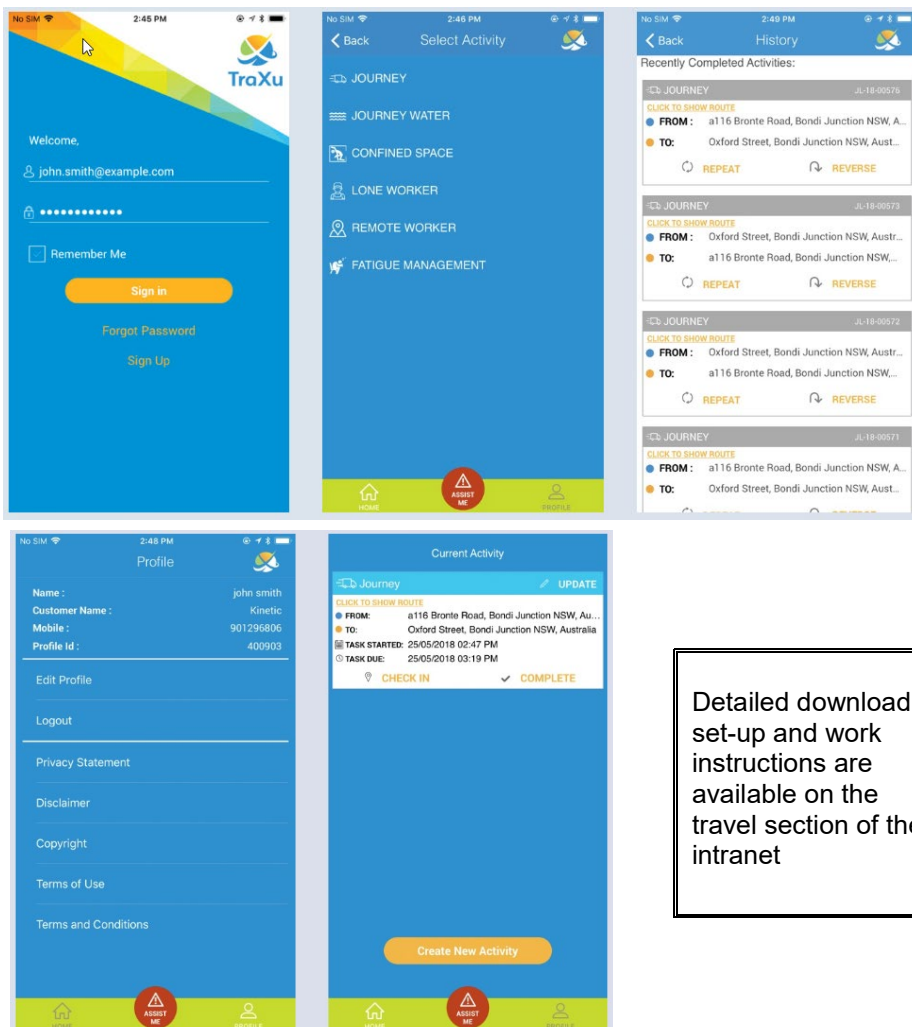
Detailed download, set-up and work instructions are available on the travel section of the intranet