

Traffic management





Traffic management

Where there are cars, trucks or forklifts at your workplace there is a risk that they will collide with people. Those who work with or near vehicles are most at risk, as are customers and visitors.

Workers unfamiliar with the operation of a particular vehicle or a customer's driving ability can add to the risk from moving vehicles.

Traffic areas in workplaces must therefore be controlled.

A traffic management plan is a set of rules for managing the safest and most efficient movement of traffic at your workplace. It should contain practical, workable controls for all vehicles, including forklifts.

The plan should take into account the size of your workplace, the kinds of vehicles likely to be present, and how often the interaction between people and vehicles is likely to occur.

Different controls are required if personnel are working at another location or workplace with which they are not familiar (e.g. making a service call or carrying out roadside breakdown maintenance).

Further information

Safe Work Australia's *General guide for workplace traffic management*

safeworkaustralia.gov.au

Forklifts

Hazards/risks

Forklifts offer a practical materials handling solution, however they continue to be associated with workplace deaths and injuries. While they are compact and manoeuvrable, they can become unstable when carrying loads.

Even at low speeds, forklifts can cause serious injuries. It's not just the operator who may be injured: pedestrians/other workers/visitors can also be struck by a forklift or its load.

The best way to reduce the risk of forklift-related injuries is to separate pedestrians and forklifts. This should be the most important aim of your traffic management plan.

Everyone affected by the plan must understand and follow it.

Safety solutions

Develop a traffic management plan in consultation with forklift operators and other workers.

Clearly mark forklift 'roadways' that are separated from pedestrian walkways (e.g. use exclusion zones and impact barriers).

Set speed limits (close to walking pace) and ensure they are followed.

Ensure operators travel in a manner that does not result in reduced visibility due to the load placement.

Designate a safety zone for the delivery driver – they should be seen by the forklift operator at all times when their vehicle is being loaded or unloaded.

Introduce clear and effective communication systems between the forklift operator and the driver (e.g. hand signals or two-way radios).

If in the same working zone, operators and pedestrians should wear high-visibility vests.

Use flashing lights, reverse beepers and warning sounds/horns.

All forklift operators must have a current *Licence to Perform High Risk Work*.

Remove keys when forklifts are not in use.

Ensure the weight carrying capacity is clearly marked and followed.

Conduct pre-start checks.

Regularly service and maintain forklifts, and keep these records.

Ensure correctly fitted seat belts are worn by operators.

Fit fall prevention cages.

Forklift tines are not used for any unintended purpose (e.g. workers do not stand or travel on them).

Forklift tines are lowered when not in use.

Use only approved forklift attachments.

Further information

SafeWork SA's *High Risk Work – Guide to Forklift Safety*

safework.sa.gov.au



Movement of vehicles

Hazards/risks

Moving vehicles are a significant hazard to workers and pedestrians, and are difficult to avoid in automotive workshops.

Workers may not be competent in the operation of or familiar with the controls of all the different vehicles they are asked to drive or move around the workplace.

Driving onto or off hoists can also present risks.

Safety solutions

Designate pedestrian exclusion zones and walkways.

Fix mirrors at blind corners and other areas to aid visibility.

Use a person to direct reversing vehicles – this person should be in visual contact with the driver at all times and wear high-visibility clothing.

Keep non-essential workers away from reversing areas.

Ensure reversing areas are well lit and clearly marked with signs or line markings.

Ensure workers have appropriate drivers' licences (full or provisional).

Train workers in different vehicle controls and operation, and in driving on/off hoists.

Clearly mark exclusion zones with physical barriers (e.g. chains or bollards), signs, reflective paint or witches' hats.

Designate a safety zone for the delivery driver – they should be seen by the forklift operator at all times when their vehicle is being loaded or unloaded.

Introduce clear and effective communication systems between the forklift operator and the driver (e.g. hand signals or two-way radios).

Provide ways to warn pedestrians and vehicle drivers that loading/unloading is in progress (e.g. signage, cones, lights, alarms and horns).



Roadside maintenance

Hazards/risks

Hazards when working on a roadside include high-speed traffic, poor visibility, weather and ground conditions. Workers could be struck by a passing vehicle or crushed by the vehicle moving off the jacks.

Other risks related to isolation and communication arise if workers are required to work off-site or provide roadside assistance.

Safety solutions

Ensure workers are comprehensively trained (and regularly retrained) in traffic control procedures and dynamic risk assessments when undertaking roadside maintenance.

The following factors need to be considered:

- safety of the work area (e.g. lighting, visibility, hazards, ground stability)
- signs and lights from/on/around/adjacent to the disabled vehicle and assistance vehicle to warn approaching drivers (e.g. high-visibility triangles/cones, flashing lights)
- provision of high-visibility, retro-reflective clothing to capture vehicle headlights at dusk/night
- vehicle payload stability
- availability of lifting or manual handling aids (e.g. wheel dolly, brake drum lifter)
- two-way communication with workshop supervisor or another person
- is police traffic control required to make the area safe?
- towing the vehicle to a safe work area before repairs are attempted.



Quick safety scans – traffic management

Use these quick safety scans to look at key work health and safety (WHS) issues in your workplace. Those items where you tick 'Sometimes' or 'Never' will need action to fix or improve. Use the safety solutions suggested earlier to help you.

Forklifts	Always	Sometimes	Never
A traffic management plan is followed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forklift 'roadways' are clearly defined and separated from pedestrian walkways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exclusion zones are clearly marked with signs and/or barriers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a designated safety zone for delivery drivers when vehicles are being loaded or unloaded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear and effective communication systems are in place between forklift operators and drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a system for warning pedestrians and drivers that loading/unloading is in progress (e.g. signage, cones, lights, alarms, horns)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed limit (close to walking pace) is followed by operators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pre-start checks are completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight carrying capacity is clearly marked and followed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reverse beeper, flashing light and warning sound are working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keys are removed when forklifts are not in use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fall protection cages are fitted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Only approved forklift attachments are used	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forklift tines are not used for any unintended purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forklift tines are lowered when not in use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forklifts are regularly serviced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance and service records are kept	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operators wear correctly fitted seat belts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operators and pedestrians wear high-visibility vests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operators have a current <i>Licence to Perform High Risk Work</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Movement of vehicles	Always	Sometimes	Never
Designated pedestrian exclusion zones and walkways are identified and in operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mirrors are fitted to blind corners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Another person (wearing high-visibility clothing and in visual contact with the driver) assists with directing reversing vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Situations where reversing is required are minimised (e.g. drive through instead)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-essential workers and pedestrians are kept away from reversing areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reversing areas are well lit and clearly marked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Roadside maintenance	Always	Sometimes	Never
Workers are trained (and regularly retrained) in traffic control procedures and dynamic risk assessments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You have an effective means of two-way communication between the workshop supervisor and isolated/remote workers (e.g. mobile/satellite phone, UHF radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signs/lights (e.g. high-visibility triangles/cones, flashing lights) are provided to warn approaching drivers of disabled vehicles/assistance vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High-visibility, retro-reflective clothing is provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting or manual handling aids are available (e.g. wheel dolly, brake drum lifter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>