



OXFORD CAMBRIDGE AND RSA EXAMINATIONS

**LEVEL 3 CERTIFICATES OF PROFESSIONAL
COMPETENCE**

05608

UNIT 4 MANAGING NATIONAL ROAD HAULAGE TRANSPORT OPERATIONS

FRIDAY 4 JUNE 2010

12.45 PM – 2.45 PM

TIME: 2 HOURS

SCENARIO

Case study scenario

Background

You are the recently appointed Operations Compliance Manager of a freight haulage operator, trading under the name **OCR Chemical Distribution**, based in the North West of England. You have held a CPC in national road haulage for 10 years.

Following a request from one of the partners, you have conducted a benchmarking assessment of the business. You have specifically identified areas of non-compliance in respect of the organisations undertakings as a freight operator. In addition it is anticipated that you will identify areas of improvement to current standard operating procedures.

OCR Chemical Distribution holds a Standard National Operator Licence (Road Service Licence – NI) with an authorisation for 25 vehicles. The main operation of the business is the distribution of a range of solvents and resins (Class 3) across the UK in approved articulated tankers. In addition the business also distributes fireworks (Class 1) for a major national firework manufacturer in approved curtain-sided rigid/drawbar trailer combinations.

The company also has a long standing contract to deliver disinfectants (Class 8) in 1000 litre Intermediate Bulk Containers (IBCs) to farms across the North West. This contract requires the use of 7.5 tonne curtain sided vehicles.

The nominated professionally competent person on the 'O' Licence is a consultant employed by RSA Transport Consultancy. She is contracted to visit the depot on a fortnightly basis but the assessment shows that her last visit was six months ago.

Fleet

6 x 44 tonne 6 axle articulated tanker vehicles (registered in 2008)
6 x 18 tonne rigid box body vehicles (registered in 2004)
3 x 7.5 tonne curtain sided vehicles (registered in 2010)
6 x 8 tonne drawbar trailers (first purchased in 2004)

Maintenance

All vehicle maintenance is undertaken in-house at a workshop (built in 1986) located at OCR Chemical Distributions only operating centre. The facility is managed by a recently promoted mechanic following the retirement of the previous workshop manager eight months ago.

As part of your assessment an inspection of the record keeping system identifies several non-compliances. These include missing paperwork, a backlog of filing and an out of date planning schedule. Amongst the backlog of paperwork is a delayed prohibition notice (13 days old) for one of the tankers still in use, which has yet to be acted upon.

Drivers' Hours Records

The company employs 16 full time drivers. All drivers are holders of digital tachograph Driver Cards which have been paid for by the business. One driver reported five days ago to the Transport Manager that he has lost his Driver Card. The business has two Company Cards which have been used by drivers awaiting replacement Driver Cards.

Analogue tachograph charts are filed in driver order in 7-day wallet holders. Turnover amongst the drivers is high and some charts have not been returned within the legal maximum period, particularly by drivers who have left the organisation. There have also been issues with digital Driver Cards not being downloaded within the legal time limit.

Health and Safety

Your assessment identifies a number of concerns in relation to the management of health and safety in the workshop. In the last two years, accidents have been recorded in the accident book as shown below:

12	Manual Handling
3	Falls from Height
2	Burns
2	Reversing Vehicles
1	Electrocution
7	Eye Injuries
15	Cuts

Three of the manual handling related accidents have resulted in employees being off work for between 5 and 20 days. One of the eye injuries led to a permanent loss of sight.

There has been a prohibition notice issued on a tanker for a missing fire extinguisher. Also in the accident book an incident is recorded that relates to the collapse of a hydraulic ramp which led to a vehicle being tipped over, narrowly missing two of the mechanics.

No other records in relation to these accidents/incidents were found.

Driver Qualifications

Driver	Date of Birth	Licence Cat.	ADR 'In Tanks' Qualification	ADR Classes Qualifications	Restriction Codes
1	01/03/85	C + E	Yes	2,3,4,5,6,8,9	103
2	09/08/70	C + E	Yes	2,3,4,5,6,9	
3	02/04/67	C + E	Yes	1,2,3,4,5,6,8	102
4	08/11/71	C + E	Yes	2,4,5,6,8,9	105
5	27/06/58	C + E	Yes	1,2,3,4,6,8,9	02
6	14/03/52	C + E	No	1,2,3,4,5,6,8,9	102,01
7	01/05/77	C + E	Yes	1,2,3,4,5,6,8,9	
8	03/04/45	C + E	No	1,2,3,4,6,8,9	
9	09/02/80	C + E	Yes	1,2,3,4,5,6,8,9	
10	09/02/62	C + E	Yes	2,3,4,5,6,8,9	102

There are three curtain sided vehicle drivers who hold Category B entitlement on their driving licences, gained in 1989, 1993 and 1998 respectively.

The other three drivers are EU nationals who have recently been recruited. None of them have been resident in the UK for more than six months. They also hold ADR training certificates from their respective EU countries for Classes 2,3,4,5,6,8,9, 'In Tanks' and 'Other than in Tanks'. Their ADR certificates expire during 2013.

Business Opportunities

i) Movement of Livestock

One of the farmers that you deliver disinfectant to has approached you requesting a quote for transporting pigs from the farm to a large abattoir once a week all year round except Christmas week. The single journey distance is 32km.

The contract would be three years in duration. The farmer currently operates his own vehicle, a 12 tonne rigid vehicle (registered in 1983), on a restricted operator licence. He has suggested that as part of the contract you could purchase this vehicle from him. Alternatively OCR could purchase a new livestock vehicle for £85,000.

ii) North East Contract – Disinfectant Delivery

The company with which you currently have a contract to deliver disinfectants in the North West has recently been let down by its distributor in the North East. It has offered you the contract to deliver to 75 farms.

The contract would be for five years. From initial analysis it is clear this will require a new contract for the setting up of a new operating centre in a central location within the new traffic area. The maintenance of the vehicles will be contracted out to a local garage. Each vehicle will be manned by a single driver with no overnight stops required.

The total distance involved per annum will be 70,000km per vehicle

Financial Information

	44 tonne (Tanker)	18 tonne	7.5 tonne	Drawbar Trailer	12t (livestock vehicle)
Standing Costs per week	£200	£180	£150	£50	£160
Overheads per week	£300	£200	£125	£50	£200
Tyres (per km)	£0.11	£0.09	£0.07	£0.01	£0.05
Fuel (per km)	£1.00	£0.80	£0.80	0	£0.80
Maintenance (per km)	£0.16	£0.14	£0.12	£0.02	£0.10

Dangerous Goods Compliance Costs

DGSA Annual Consultancy Fees	£50 per vehicle	Intrinsically Safe Torch	£4 each
ADR Driver Training Cost (Class 2,3,4,5,6,8,9)	£400 per driver	Hi-Viz Jacket	£10 each
ADR Driver Training Cost (Class 1)	£80 per driver	Warning Cones	£5 each
ADR Driver Training Cost (Tank module)	£120 per driver	Warning Triangles	£20 per set (2)
Vehicle Orange Plate (Folding)	£25 per plate	Amber Lights	£20 per set (2)
First Aid Kit	£20	Shovel	£5
Eye Rinsing Liquid	£2.50	Spillage Equipment	£35
PPE set	£30 each	2 kg Fire Extinguishers	£30 each
Drain Cover	£15 each	6 kg Fire Extinguisher	£55 each
Wheel Chock	£25	Weather Proof Container for 6 kg fire extinguisher	£70
Respirator	£10	Hazard Warning Panel	£100 each

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