



TRUCKERS ASSOCIATION OF ZAMBIA

(TAZ)

Code of Conduct

*Plot No. 8489
Lumumba Road
Lusaka*

1.0 Scope

The Truckers Association of Zambia (TAZ) Code of Conduct is an industry led self-compliance framework which all members agree to abide by. It is intended that compliance with the Code of Conduct will preserve road infrastructure, improve road safety and increase productivity of the trucking industry.

TAZ members understand that a good road network, positive road safety profile and an efficient trucking industry are a precursor to creating a regional road transportation hub. Therefore, TAZ members voluntarily commit to abide by this Code of Conduct.

Given the foregoing, TAZ members collectively declare to: -

- a. Respect and support implementation of Government Policy on national socio-economic development, business and road transport and safety;
- b. Respectfully engage (to agree and disagree) with Government and other stakeholders using evidence based influence and advocacy;
- c. Respect and comply with relevant national laws and regulations;
- d. Respect other members of TAZ without undermining one another as competitors for gain or otherwise;
- e. Respect and maintain confidentiality in all our business dealings;
- f. Respect and treat our clients with due care; and
- g. Respect and uphold the TAZ Constitution and defend the objectives for which the association was formed.

2.0 Definitions

2.1 *Axle*

Device or set of devices, whether continuous across the width of a vehicle or not, about which the wheels of the vehicle rotate and which is so placed that, when the vehicle is traveling straight ahead, the vertical centre-lines of such wheels would be in one vertical plane at right angles to the longitudinal centre-line of such vehicle.

2.2 *Axle Load*

Maximum regulatory weight the wheels of a vehicle are expected to exert on the public road.

2.3 *Axle Unit*

Set of two or more parallel axles of such vehicle that are so interconnected as to form a unit.

2.4 *Consignment*

Delivery of goods from the consignor to the consignee by the transporter or operator (TAZ member) using a goods vehicle.

2.5 Consignee

Person, firm or organisation who accepts the goods or consignment that have been transported in a goods vehicle.

2.6 Consignor

Person, firm or organisation who offers goods or consignment for transportation in a goods vehicle and may include the manufacturer, their agent or an exporter.

2.7 Driver

Person who drives a vehicle as an employee or owner (TAZ member) in the case of owner driven goods vehicle.

2.8 Goods

Any movable property or consignment.

2.9 Goods Vehicle

Any vehicle as defined in the Road Traffic Act No. 11 of 2002 or any subsequent revisions therein designed or adapted for the conveyance of goods on a public road.

2.10 Gross Mass

Maximum mass that the axle or axle unit is designed to carry as specified by the manufacturer of a vehicle.

2.11 Operator

Person, firm or organisation (TAZ member) responsible for the use of a vehicle of any class and who has been registered as the operator of such vehicle.

2.12 Participant

Any of the three parties to a road transportation transaction.

2.13 Roadworthy

Vehicle that complies with roadworthiness provisions provided in the Road Traffic Act No. 11 of 2002.

3.0 Disclaimer

This Code of Conduct does not in any way take precedence over any appropriate national laws and regulations. It is only a self-compliance framework for TAZ members to preserve road infrastructure, improve road safety and increase productivity of the trucking industry. The Code of Conduct, thus, enhances compliance of any appropriate national laws and regulations.

4.0 Code of Conduct

About 90% of freight in Zambia is moved by trucks and thus, the trucking industry makes a significant contribution to Gross Domestic Product (GDP). The industry is a major employer and contributor to both tax and non-tax revenue for the government.

Yet, the trucking industry is at a risk of being perceived negatively due to overloading which damages roads. Drivers' negative behaviour does not help matters either. This makes the industry an easy target for reformers when arguing for regulations. The benefits achieved from contributing to GDP, employment and both tax and non-tax revenue is thus easily negated by massive government investment in regulation and enforcement.

In order to preserve road infrastructure, improve road safety and increase productivity of the trucking industry, the TAZ members declare as follows: -

4.1 *Fleet Inventory*

Members shall compile a list of all vehicles that are utilised, including trailing equipment where applicable. All technical specifications for each of the fleet vehicles shall be tabulated so that the identity (registration number), validity of licences, certificates and permits, configuration and load capacity is readily available. Among the relevant data to be populated will include but not restricted to: -

- a. Vehicle Registration Number;
- b. Chassis Number;
- c. Axle Configuration;
- d. Tare Mass;
- e. Gross Vehicle Mass (GVM); and
- f. Any addition or subtraction from the fleet.

This information shall be required for the TAZ to show its total membership productive capacity or lack of it.

4.2 *Load Assessment, Verification and Compliance*

Members shall establish, implement and maintain a process to ensure that the vehicles do not exceed the permissible dimensions and axle load. Members shall define the methods used in order to assess vehicle dimensions and axle load before each laden trip, including back-up methods where applicably possible. Members shall also establish a process of load verification which should provide objective evidence of the reliability and accuracy of the load assessment methods.

This is important for demonstrating compliance.

4.3 *Road Safety*

Members shall implement an industry led workplace Safety, Health, Environment and Quality (SHEQ) system. The SHEQ system shall

consider all aspects of the members operations that have an impact or possible impact on the safety of other road users and subsequently determine all associated risks. The significant (major) risks shall be identified with appropriate mitigating measures implemented.

The SHEQ system will have a monitoring and evaluation mechanism as well as reporting mechanism of all criteria contributing towards significant risks. The criteria shall include but not limited to: -

- a. Vehicle dimensions;
- b. Axle load compliance;
- c. Speed profile;
- d. Accidents and incidents;
- e. Insurance claim history;
- f. Traffic infringement history; and
- g. Stakeholder feedback (e.g. public comments or complaints, customer complaints etc, etc).

All this information is important for determining causes and probable solutions to the identified risks.

4.4 Maintenance of Roadworthy Vehicles

Members shall ensure that all vehicles within their fleet inventory are kept in a roadworthy conditions at all time. The Road Traffic Act No. 11 of 2002 shall be applied as the minimum benchmark.

4.5 Vehicle and Load Safety

Members shall ensure that measures are implemented so that the vehicle and load safety is verified at the loading site, during transit and off-loading site. Vehicle and load safety at the loading site shall include but not limited to: -

- a. A daily basic roadworthiness or pre-trip inspection of the vehicle;
- b. Prevent any vehicle entering any public road if the vehicle has a defect which will compromise the safety of the vehicle or where the defect is not permitted in terms of applicable regulations;
- c. Ensure the load is adequately secured so that load safety during transit is optimised;
- d. Ensure available safe and functional communication system with the driver at all times for the purpose of relaying vehicle and driver safety information in order to significantly reduce route risks on specific routes travelled; and
- e. Constantly monitor driver behaviour characteristics such as speed profile, traffic violations, accidents or incidences and public feedback that has or could have impact on safety of the vehicle, driver and road users.

Members shall strive to give recognition for positive traits relating to behaviour driver characteristics in order to promote a culture of safety within the industry. Where negative trends are detected, members shall

implement appropriate corrective actions to improve driver behaviour. Such corrective actions need not necessarily be punitive and could include coaching, mentoring and training as provided by the Industry Disciplinary and Grievances Procedures.

Members shall ensure that all accidents (crashes) and incidents are reported and thoroughly investigated to determine the causes or probable causes. Corrective and preventive actions shall be implemented based on the causes identified to minimise habitual recurrence of such accidents and incidences. Members shall maintain cumulative accident (crash) and incident statistics to provide meaningful data for improvement of the industry safety profile. This data will help analyse insurance claims periodically in order to react appropriately to trends observed.

4.6 Driver Health and Wellness

Drivers are the most critical resource available to truckers. As such, members shall ensure that drivers are medically fit and their wellness continuously maintained. This is in order that drivers' own safety is preserved and the safety of other road users is not compromised due to driver health and wellness deficiencies. To this end, members shall implement an appropriate industry led health and wellness initiative that include a fatigue management plan.

Regarding driver health, members shall: -

- a. Ensure that drivers have annually been declared medically fit to drive the appropriate class of their vehicle;
- b. In cases where drivers are diagnosed with chronic conditions such as hypertension (high blood pressure) and diabetes, members shall ensure effective management of such drivers including: -
 - i. Training and awareness initiatives relating to the associated risks and treatment thereof; and
 - ii. Line management to ensure adequate supervision of such drivers.
- c. Periodically check drivers to determine alcohol content with subsequent actions taken where necessary.

Regarding driver wellness, members shall implement a plan to manage driver fatigue including but not limited to: -

- a. Driver shift schedules to ensure working hours are within accepted industry standards and/or regulations where they exist;
- b. Actual working and driving (wheels turning) hours to be monitored so that any exceptions are noted and corrective actions implemented where excessive violations are observed;
- c. Members shall ensure that vehicles do not travel continuously for extended periods but shall be monitored for compliance to regulations; and

- d. There shall be evidence of initiatives to manage driver fatigue, including understanding the causes, effects and symptoms of fatigue and being able to apply interventions to better manage fatigue.

Members shall provide appropriate formal or informal training and awareness that could contribute to optimal driver wellness on relevant topics such as: -

- a. Importance of adequate sleep;
- b. Healthy eating and nutrition basics;
- c. Exercise;
- d. Alcohol and substance abuse;
- e. Personal health and hygiene; and
- f. Chronic illnesses (symptoms, prevention and treatment) including: -
 - i. Diabetes;
 - ii. Hypertension; and
 - iii. HIV-AIDS.

Members shall ensure effective communication with drivers on matters that affect safety performance.

4.7 Capacity Building and Support

Members shall ensure the following but not limited to: -

- a. Implement a system to verify that all drivers are in possession of a valid Public Service Vehicle (PSV) licence for the class of vehicle driven;
- b. Conduct periodic driver assessments;
- c. Provide adequate training to enhance: -
 - i. Road safety (reduction in crashes);
 - ii. Maintenance of roadworthy vehicles;
 - iii. Optimisation of load;
 - iv. Driver wellness (fatigue, health, training);
 - v. Productivity and efficiency;
 - vi. Improving driver behaviour; and
 - vii. Preservation of road infrastructure.
- d. Retain appropriate documented information as evidence of competence, training and awareness such as: -
 - i. Qualifications;
 - ii. Certificates;
 - iii. Registers;
 - iv. Competency Assessments;
 - v. Theoretical Tests;
 - vi. Policies, Procedures and Instructions,
 - vii. Training Workbooks;
 - viii. Videos and Presentations;
 - ix. Awareness Posters; or

- x. Memorandums and Notices.

4.8 Responsibility to Maintain Documents and Records

Members shall as much as possible maintain documents and records of their performance which will ultimately reflect the performance of the industry.

4.9 Submission of Returns and Performance Evaluation

The Road Traffic Act No. 11 of 2002 places the responsibility of keeping records and submitting returns on any person, firm or organisation conducting business in road transportation industry. Thus, members shall keep records and submit returns in order to reflect performance of the trucking industry.

Among performance indicators to be reported about include but not limited to: -

- a. Fleet size;
- b. Number of employees in their specific categories;
- c. Type of transportation activities, products and services;
- d. Productivity (amount of cargo transported, predominant routes and mileage covered);
- e. Efficiency (fuel efficiency, driver availability, vehicle uptime and breakdowns, on-time maintenance and defect repair efficiency)
- f. Risk assessment (accidents or crashes, injuries, fatalities, damages, spillages and theft);
- g. Traffic infringements (vehicle and driver related);
- h. Driver performance;
- i. Stakeholder feedback (compliments and complaints); and
- j. Customer satisfaction

4.10 Sub-Contracting

Members shall only sub-contract consignment or cargo to other transporters who are already members of TAZ and party to this Code of Conduct.

4.11 Continuous Improvement

Continuous monitoring and evaluation will ultimately lead to continuous improvement of the members and the industry. Continuous improvement will preserve road infrastructure, improve road safety and increase productivity of the trucking industry.

5.0 Agreement

I have read and understand in its entirety this Code of Conduct. I also understand that any material breach of this Code of Conduct may result in my/our reprimand, suspension or revocation of the TAZ Membership.

Signed for and on behalf of: -

Name of Member

Authorised Representative

Signature

Date

Place

In the presence of: -

TAZ Chief Executive Officer

Signature

Date

Place