

# We Restrain Our Cargo with People

## Trucking Operations #021

Improved load restraint systems often have many stakeholders to improve on road safety outcomes. This guide looks at some key issues around change management and people in the process of developing or improving a load restraint system.

### Explain the why

Whether it is rolling out new load restraint practices or reinforcing existing ones, ensure you can clearly communicate why a particular approach is being taken, including the critical risks to be managed.

### Involve your people

Leverage experience of operational on ground people such as Drivers and Loaders in the design, implementation and review of your load restraint. This minimises the effort for implementation later and increases the ownership of the outcomes.

### Monitor + Measure

On ground assessments of restraint outcomes are important to monitor the compliance to the new system.

Load checks are an opportunity to measure compliance and get feedback from operational stakeholders

### Continuous improvement

Use the feedback from the monitoring process to improve your systems.

Whether it is framed as a suggested improvement, a complaint or a near-miss report, take all information about the performance of your load restraint system and ask yourself, “what is this telling us about the performance of the load restraint system, and how can we use that knowledge to make it better?”.

### Don't feel you have to have all the answers

Don't feel obliged to have an answer to every question or issue. Operational staff will rapidly spot where they're not getting an accurate response. It can be better to take the question on notice and bring in the right person to deliver the response. The right person might be the consignor who imposed a particularly requirement or it could be an expert load restraint consultant.