



Leadership | Reliability | Expertise

Delivery Driver Induction

Graham Coyle
Safety and Systems Manager
March 2026

Introduction

Moving plant incidents are the third highest cause of fatalities in the construction industry, with reversing plant accounting for approximately 30% of these events. Local and national delivery-related fatalities (including falling pallets and crush injuries) identified a critical gap in standard site management: the high-risk, transient nature of delivery activities.



In response, Iqon developed a digital Delivery Driver Induction System, transforming a historically poorly managed activity into a controlled, hold-point process. Every driver who enters an Iqon site is educated, vetted, and compliant before a single wheel turns

Delivery-related fatalities and serious injuries include:

- 1 Hansen Yuncken's fatality in September 2019, where a subcontracted truck driver, Christopher Detroit, was delivering steel pipes to Moorebank Logistics Precinct project in NSW when he suffered fatal injuries
- 2 Agnew Building Supplies on 16 April 2021 – Serious incident of Hiab delivering timber to a residential site in Torrens ACT resulting in crush injuries to the driver/operator
- 3 Fatality on 11 January 2020 resulting from a delivery of Tiles – Denman Prospect – ACT. A 47-year-old man died at the site, when a pallet of tiles fell on him

Why Needed?



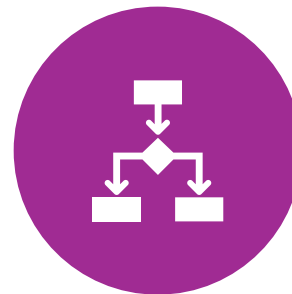
A critical "gap" exists in standard site management: the high-risk, transient nature of delivery activities



Moving plant incidents are the third highest cause of fatalities in the construction industry



Local and national fatalities involving falling pallets and delivery-related crush injuries



Delivery Driver induction innovation transforms a historically poorly managed activity into a controlled, "hold-point" process

Why Needed – WHS Duty

High Risk Construction Work as per **Regulation 291(1)(o)** - is carried out in an area at a workplace in which there is any movement of powered mobile plant

Requirements are communicated at the procurement stage during Post Tender Meetings, ensuring subcontractors and 2nd-tier providers are prepared before arriving on-site.

Subcontractors through to their transport service providers have an improved safe system of work



Induction uses a Microsoft Forms-based app via a mobile phone

Hold Point

- Hold Point must be cleared before entry
- If a delivery involves high-risk plant (such as a forklift or Hiab) then
- a more comprehensive "Simpel" plant induction to verify service records and risk assessments is required
- All drivers are made aware & acknowledge site conditions and the safe system of work to be observed



Delivery Driver Induction Process



Site Signage

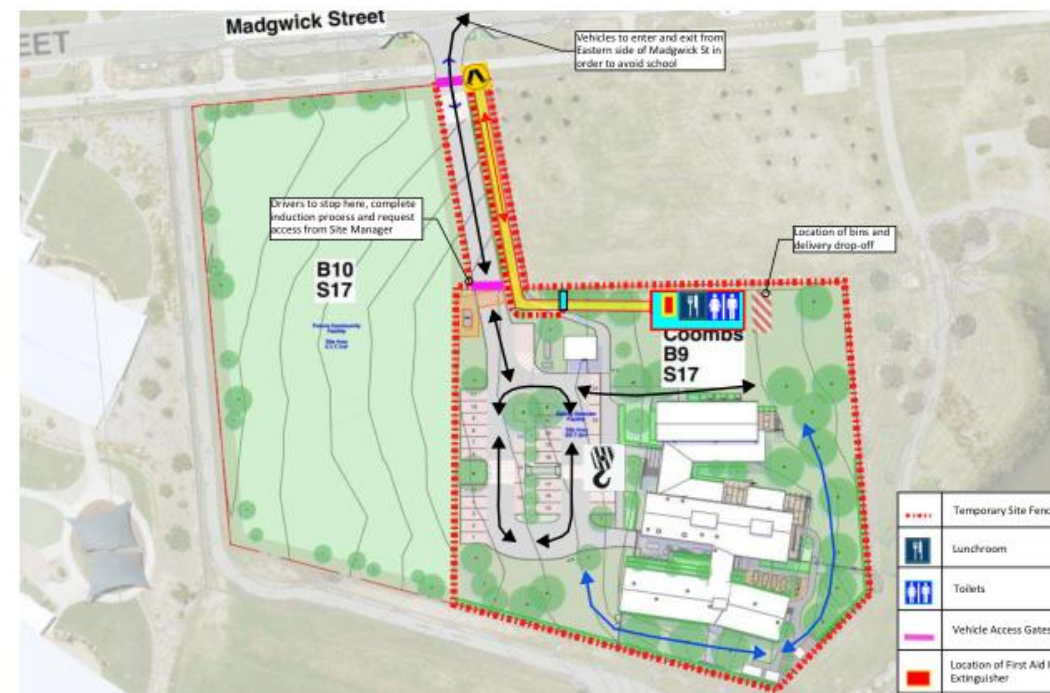
Driver arrives onsite and is presented with the following signage



Site Signage

Driver arrives onsite and is presented with the following signage

EMERGENCY CONTACT:
Site Manager:
Brett Bourke
0412 783 149



VEHICLE MOVEMENT PLAN			Document No:	0905-VMP	Revision No:	1.0
Site Address:	BLOCK 3, SECTION 17 COOMBS		Project:	CD905 - Eating Disorders Residential Treatment Centre		
Reviewed & Approved By:	Name:	Anas Jomaa	Date:	25.08.2023		

	Temporary Site Fencing
	Lunchroom
	Toilets
	Vehicle Access Gates
	Location of First Aid Kit, Spill Kit and Fire Extinguisher
	Construction Personnel and Pedestrian/Visitor Site Access Gate
	Large Construction and Delivery Vehicle Access Route(s)
	Small plant/machine access for material handling

Site Signage

Driver arrives onsite and is presented with the following signage



General Requirements

- All reasonable directions made by IQon's site management will be adhered to.
- All drivers must be wearing a high visibility vest at all times while on site.
- All drivers must have a copy of their signed SWMS with them and implement all controls.
- Spotter is required when reversing.
- Work boots/protective footwear must be worn.
- When indicated, safety helmets must be worn on site.
- Drivers must stay within the immediate vicinity of their vehicles. Where assistance is required to unload the vehicle, the Site Foreman must be contacted to arrange such assistance.
- Entry and exit to the project may only be made through the nominated construction entrances.
- Obey all signed speed limits where applicable.
- Obey all signage and barricades on site.
- Vehicles are not to obstruct footpaths or roadways surrounding the project.
- Be aware of mobile plant on site and maintain access ways for plant and people separation.
- Vehicles and/or plant must have maintenance checks as scheduled including reverse beepers, flashing lights, seatbelts etc.
- In the event of an emergency, a siren will be sounded 3 times indicating immediate evacuation of the site. The drivers must proceed to the emergency assembly point, where your exit off the site will be noted.
- Concrete trucks are not permitted to wash out on site.

Site Signage

Driver arrives onsite and is presented with the following signage



QR Code

When the driver sees the sign he will need to call the site team or / and the driver will need to exit the vehicle to go to the sign and scan the QR code to complete the induction



 **ATTENTION**

ALL DELIVERY DRIVERS ARE REQUIRED TO COMPLETE
SITE INDUCTION.
PLEASE SCAN QR CODE BELOW BEGIN



Induction Form

- All drivers need to fill in general information on page 1 of the form
- Page 2 of the form is dependant on response to type of delivery vehicle

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Delivery Driver Induction Form

Housing ACT, Kingston Multi-Unit Development

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

* Required

Driver Information:

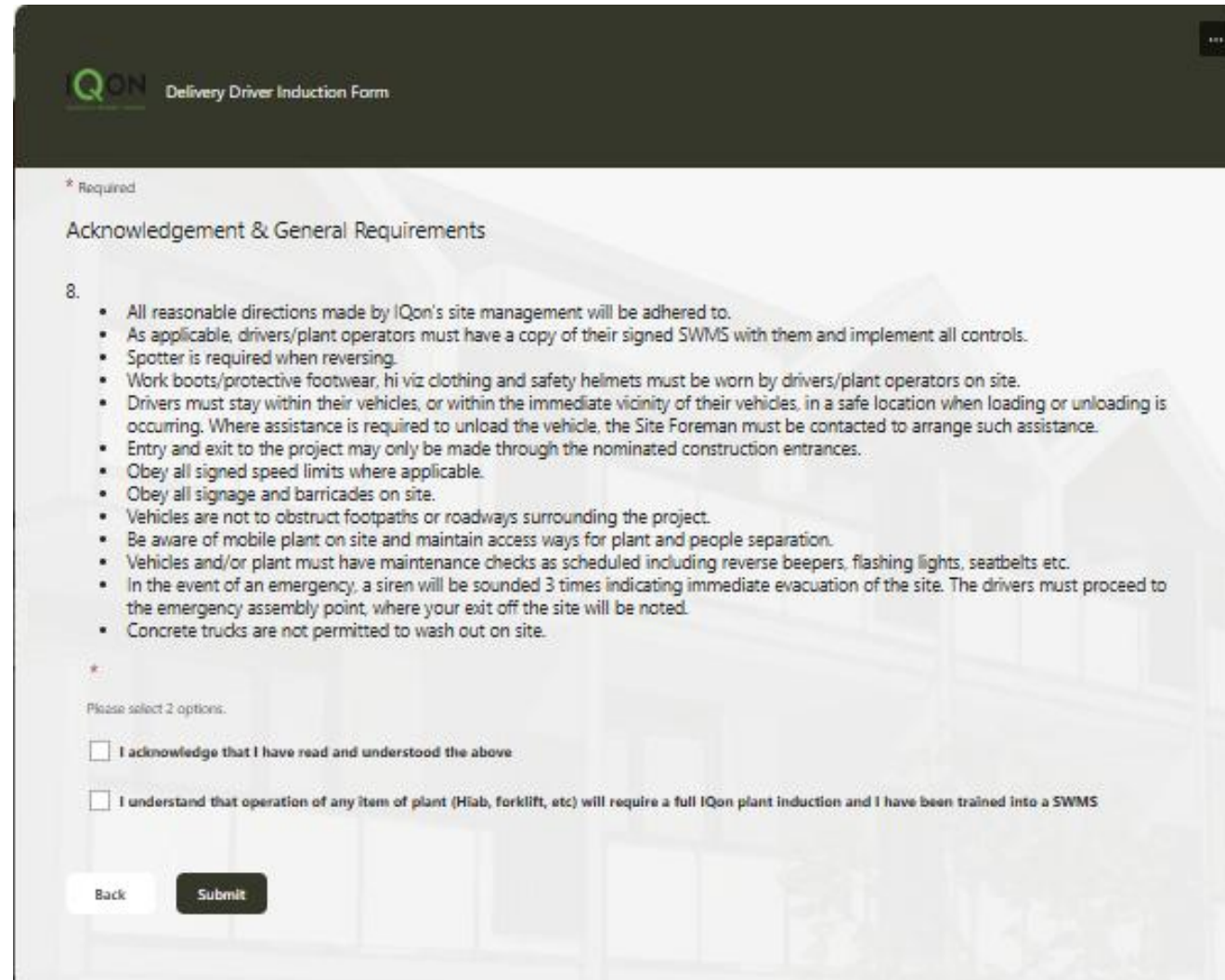
1. Your name *
Enter your answer
2. Phone *
The value must be a number
3. Medical Conditions (if any) *
Enter your answer
4. Vehicle Registration Number *
Enter your answer
5. Company *
Enter your answer
6. Delivery on behalf of (Company or Individual) *
Enter your answer
7. Type of delivery vehicle *
 - Van/Truck
 - Hut/Forklift

Next

For a Ute or Truck:

Vehicle Type

If response to question 7 was “Ute/truck”, drivers simply need to complete page 2.



The screenshot shows a web-based form titled "IQON Delivery Driver Induction Form". The form is for "Ute/truck" drivers. It includes a list of requirements and two checkboxes for acknowledgment. At the bottom, there are "Back" and "Submit" buttons.

*** Required**

Acknowledgement & General Requirements

8.

- All reasonable directions made by IQon's site management will be adhered to.
- As applicable, drivers/plant operators must have a copy of their signed SWMS with them and implement all controls.
- Spotter is required when reversing.
- Work boots/protective footwear, hi viz clothing and safety helmets must be worn by drivers/plant operators on site.
- Drivers must stay within their vehicles, or within the immediate vicinity of their vehicles, in a safe location when loading or unloading is occurring. Where assistance is required to unload the vehicle, the Site Foreman must be contacted to arrange such assistance.
- Entry and exit to the project may only be made through the nominated construction entrances.
- Obey all signed speed limits where applicable.
- Obey all signage and barricades on site.
- Vehicles are not to obstruct footpaths or roadways surrounding the project.
- Be aware of mobile plant on site and maintain access ways for plant and people separation.
- Vehicles and/or plant must have maintenance checks as scheduled including reverse beepers, flashing lights, seatbelts etc.
- In the event of an emergency, a siren will be sounded 3 times indicating immediate evacuation of the site. The drivers must proceed to the emergency assembly point, where your exit off the site will be noted.
- Concrete trucks are not permitted to wash out on site.

Please select 2 options.

I acknowledge that I have read and understood the above

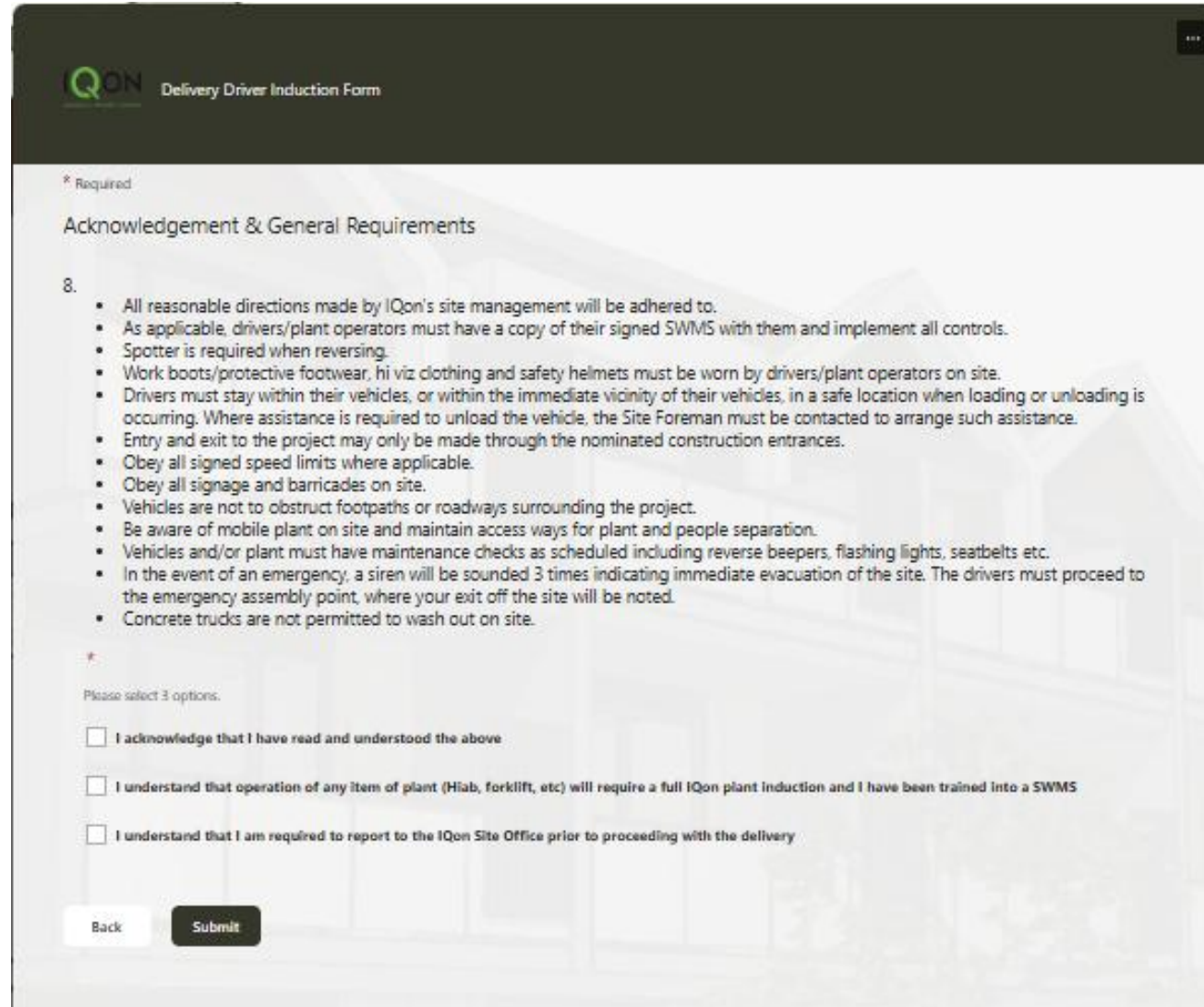
I understand that operation of any item of plant (Hiab, forklift, etc) will require a full IQon plant induction and I have been trained into a SWMS

For a Hiab or Forklift:

Vehicle Type

If response to question 7 was “Ute/truck”, drivers simply need to complete page 2.

If response is “Forklift/Hiab” drivers will be informed that they are required to do a full plant induction prior to unloading



The screenshot shows a web form titled "Delivery Driver Induction Form" with the IQON logo. It includes a "Required" asterisk and a section for "Acknowledgement & General Requirements". Question 8 contains a list of 14 safety and operational instructions. Below the list, there is a section for "Please select 3 options" with three checkboxes for acknowledgment and training. At the bottom, there are "Back" and "Submit" buttons.

*** Required**

Acknowledgement & General Requirements

8.

- All reasonable directions made by IQon's site management will be adhered to.
- As applicable, drivers/plant operators must have a copy of their signed SWMS with them and implement all controls.
- Spotter is required when reversing.
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- Vehicles and/or plant must have maintenance checks as scheduled including reverse beepers, flashing lights, seatbelts etc.
- In the event of an emergency, a siren will be sounded 3 times indicating immediate evacuation of the site. The drivers must proceed to the emergency assembly point, where your exit off the site will be noted.
- Concrete trucks are not permitted to wash out on site.

Please select 3 options.

I acknowledge that I have read and understood the above

I understand that operation of any items of plant (Hiab, forklift, etc) will require a full IQon plant induction and I have been trained into a SWMS

I understand that I am required to report to the IQon Site Office prior to proceeding with the delivery

Back Submit

Submission/Notification

Once form is submitted, it is saved and a notification is sent to the site team via email and Microsoft Teams

Workflows Yesterday 4:07 PM



Graham from IQon is at the internal gate, driving a Ute/Truck with a delivery for iqon.

They have listed "nil" as medical conditions.



Questions?

Contact Graham Coyle

Gcoyle@iqon.com.au

M 0413 498893

26/3/26