

# SME Servicing – Recommended Hard Barriers and Procedures – version 1



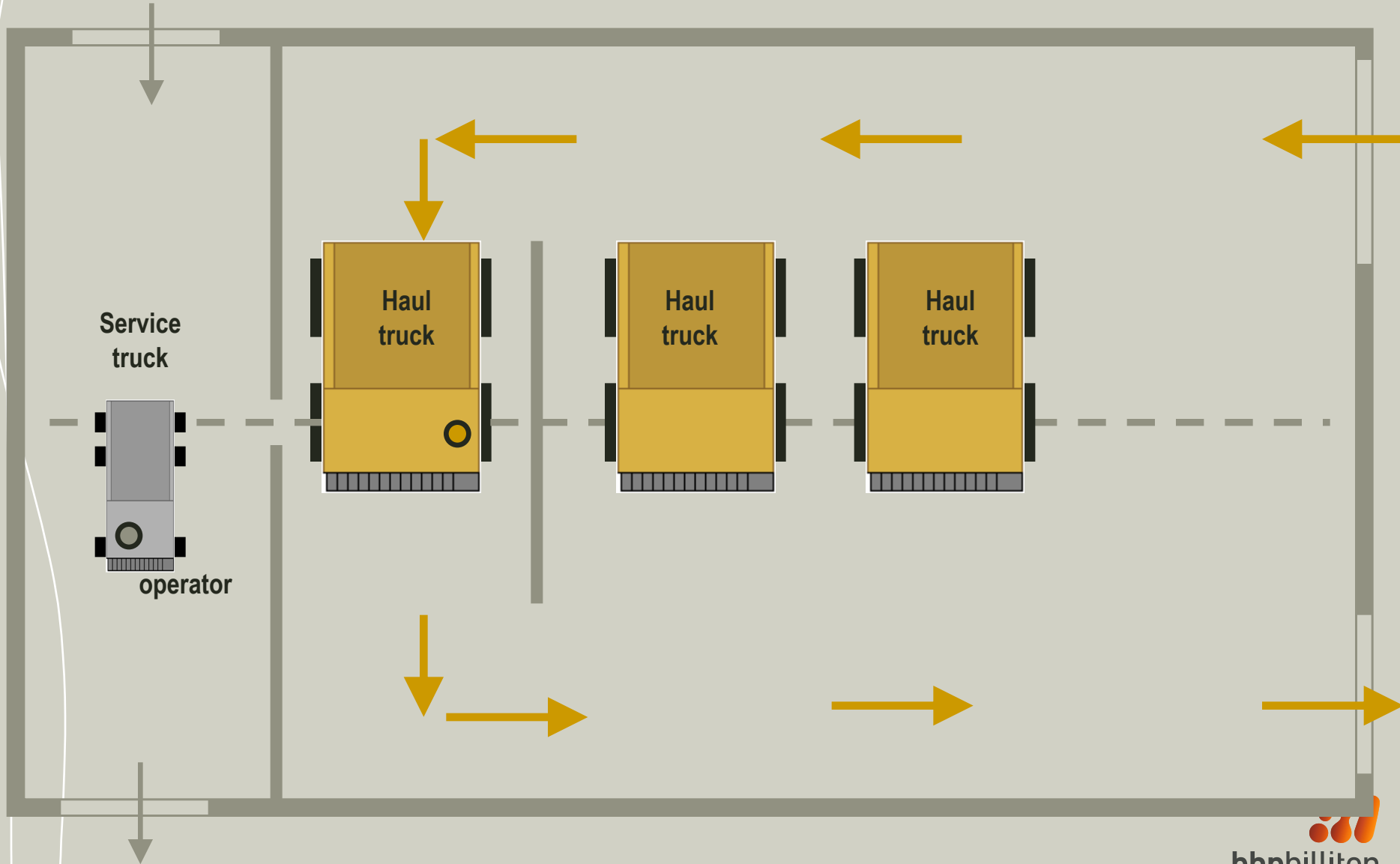
# Introduction

- Field servicing of surface mobile equipment represents a high risk activity due to the interactions of equipment of different sizes with limited visibility and also with people
- As an organisation we have endured many significant incidents including a recent fatality involving field servicing of equipment
- This document is intended to present a recommended set up using hard barriers and procedures (including communication) for the different field servicing scenarios
- The scenarios covered are:
  - (1) Servicing equipment in a defined SME equipment park
  - (2) Servicing a single machine in a remote location
  - (3) Servicing multiple machines at a production location
  - (4) servicing a single machine in a remote location – no hard barriers available – the situation we must work towards eliminating

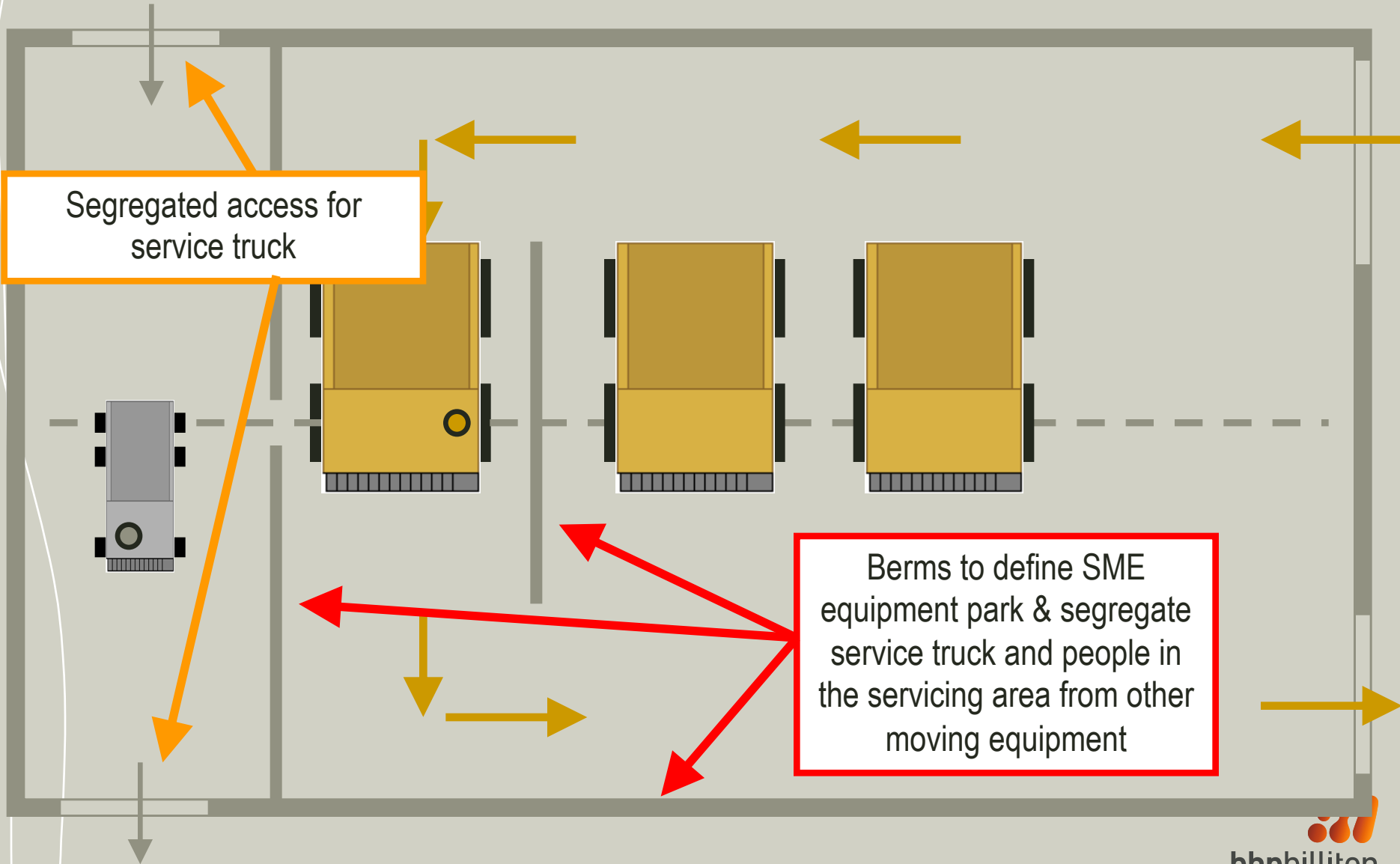
# (1) Servicing equipment in a defined SME equipment park



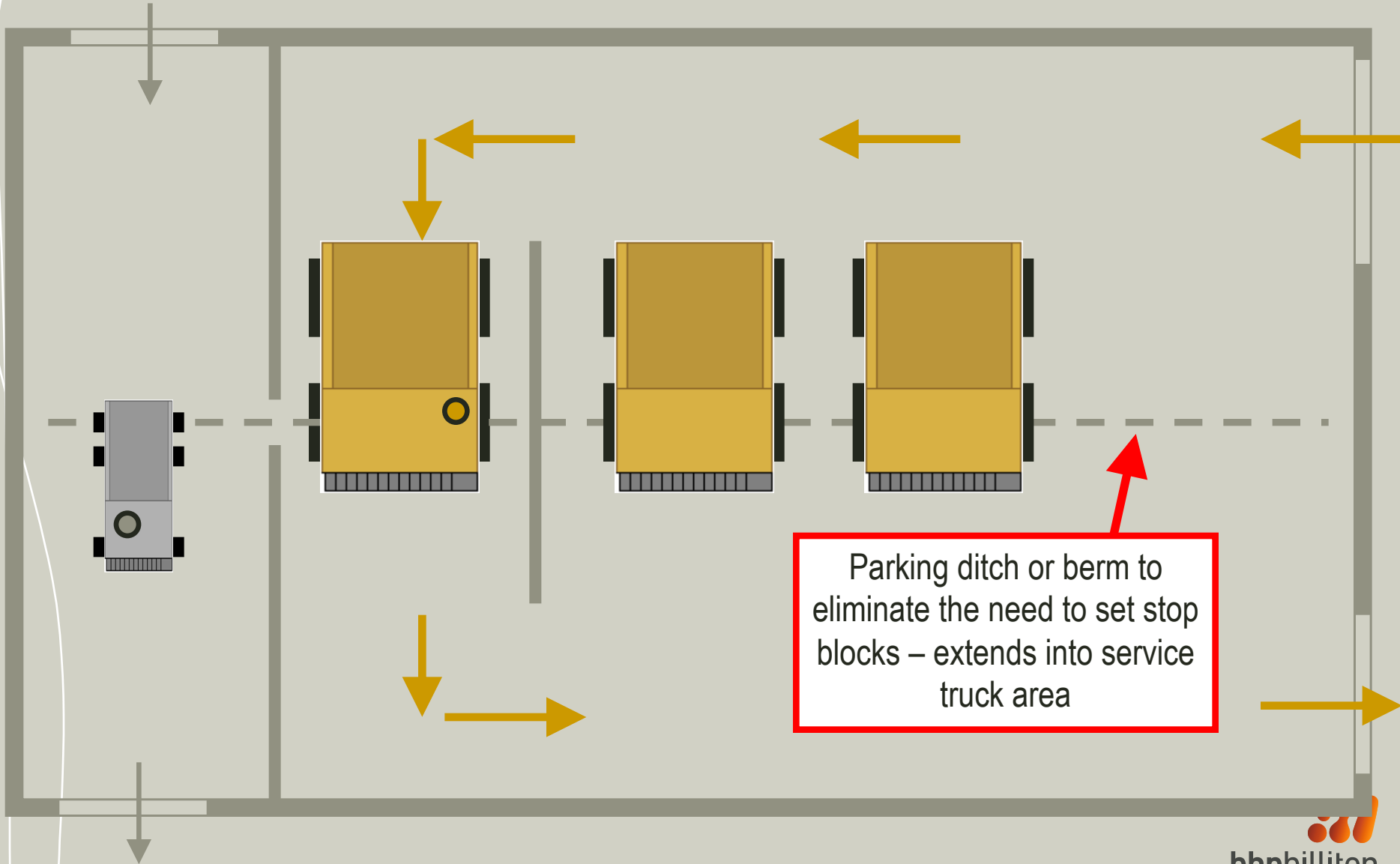
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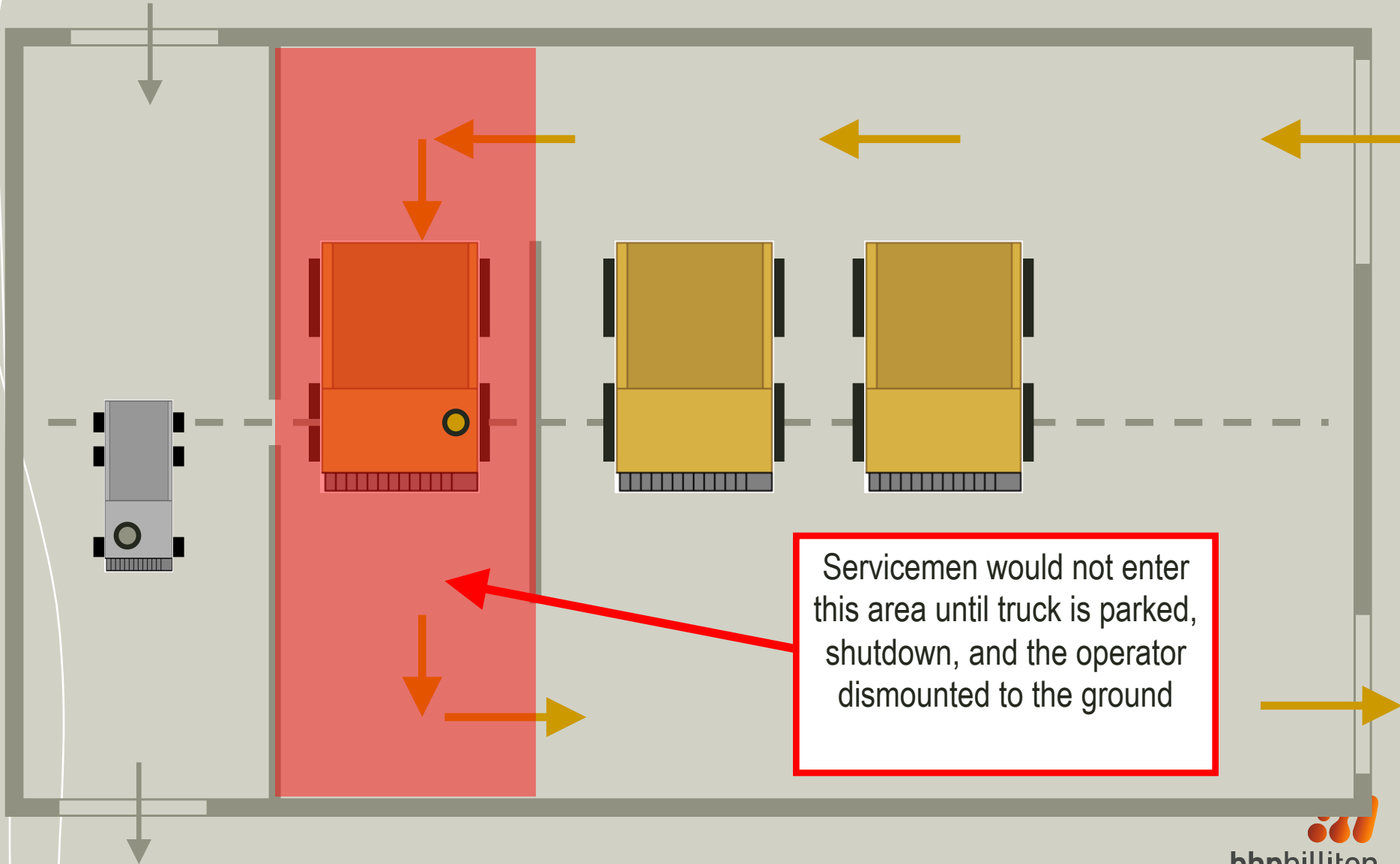
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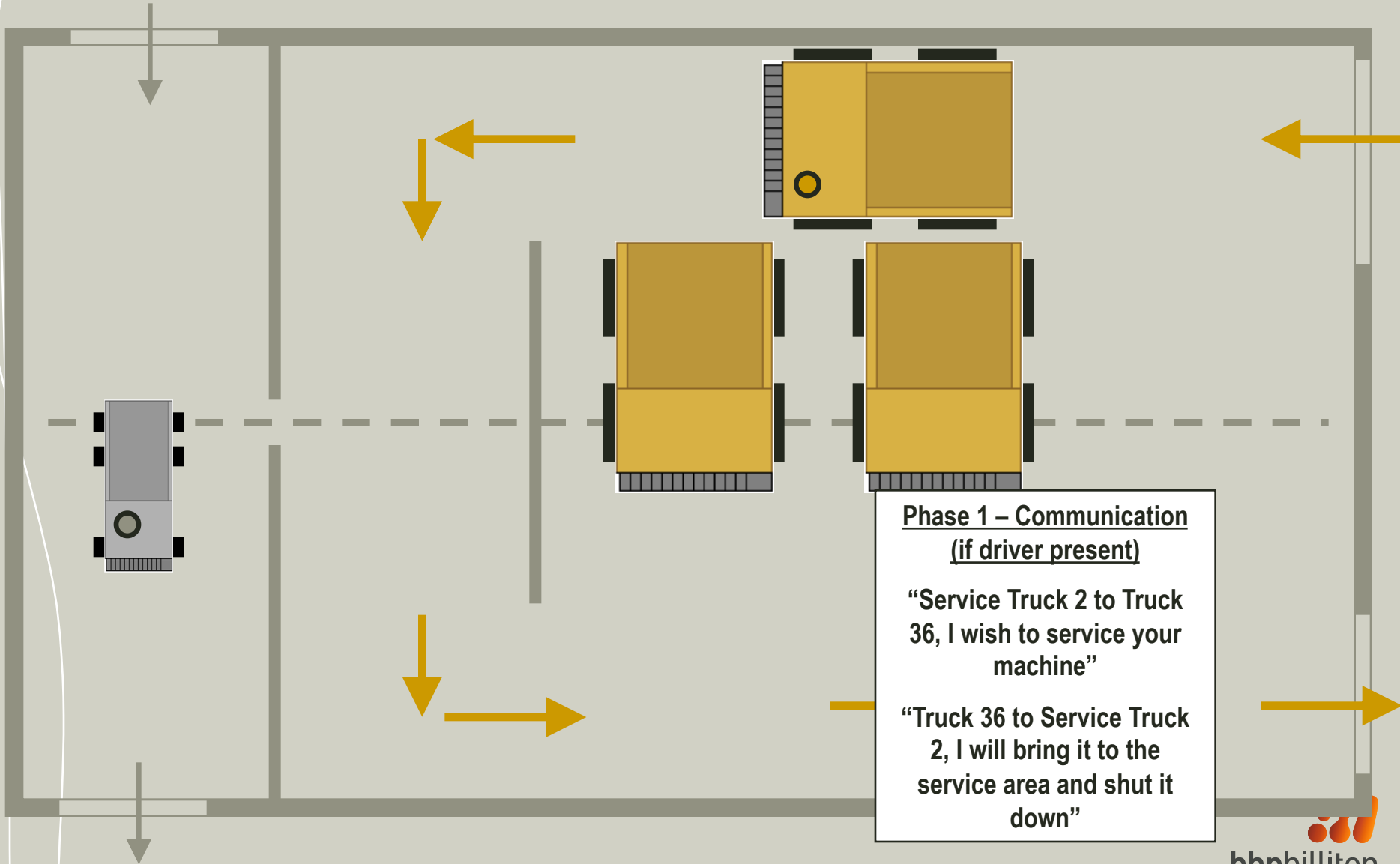
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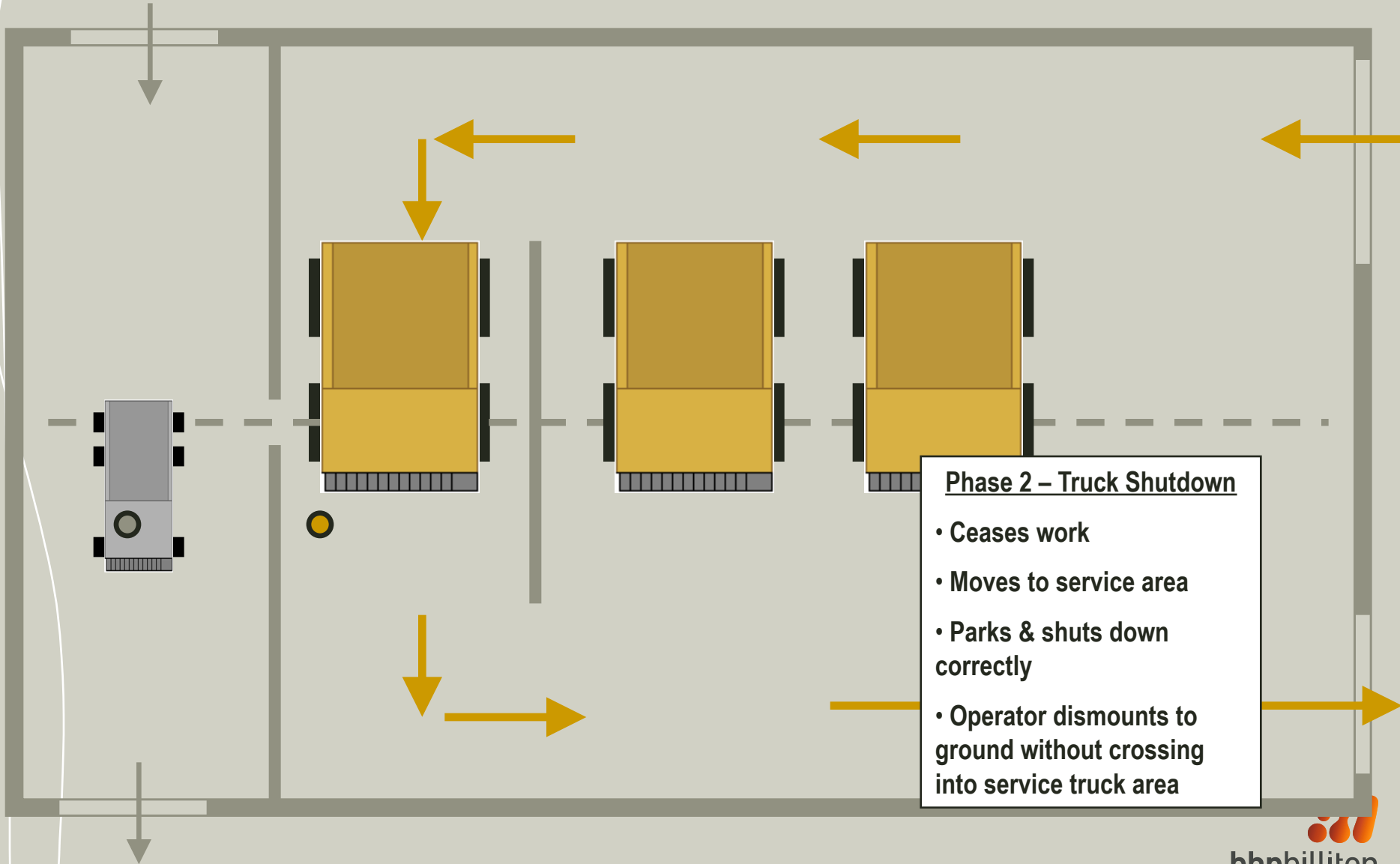


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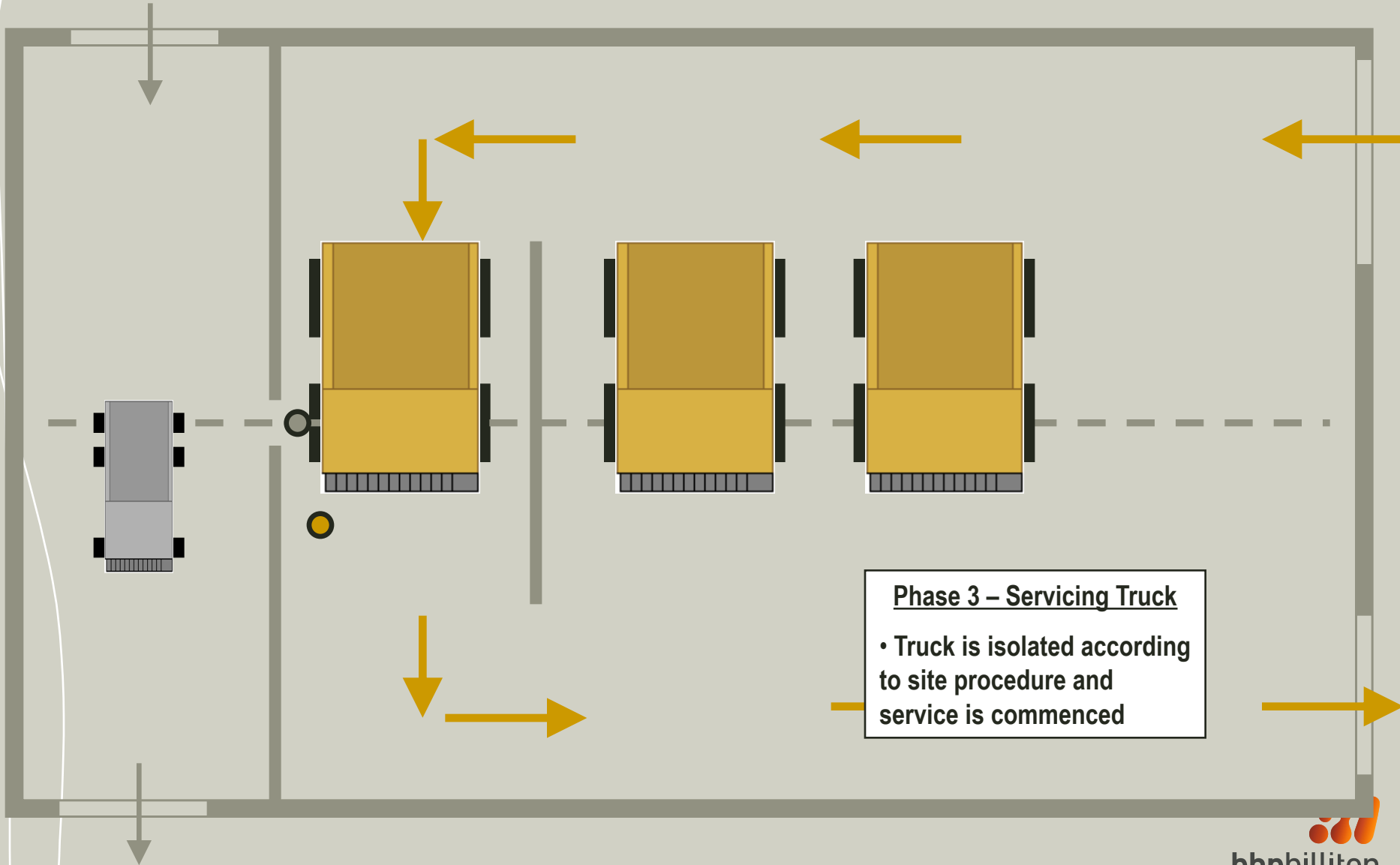




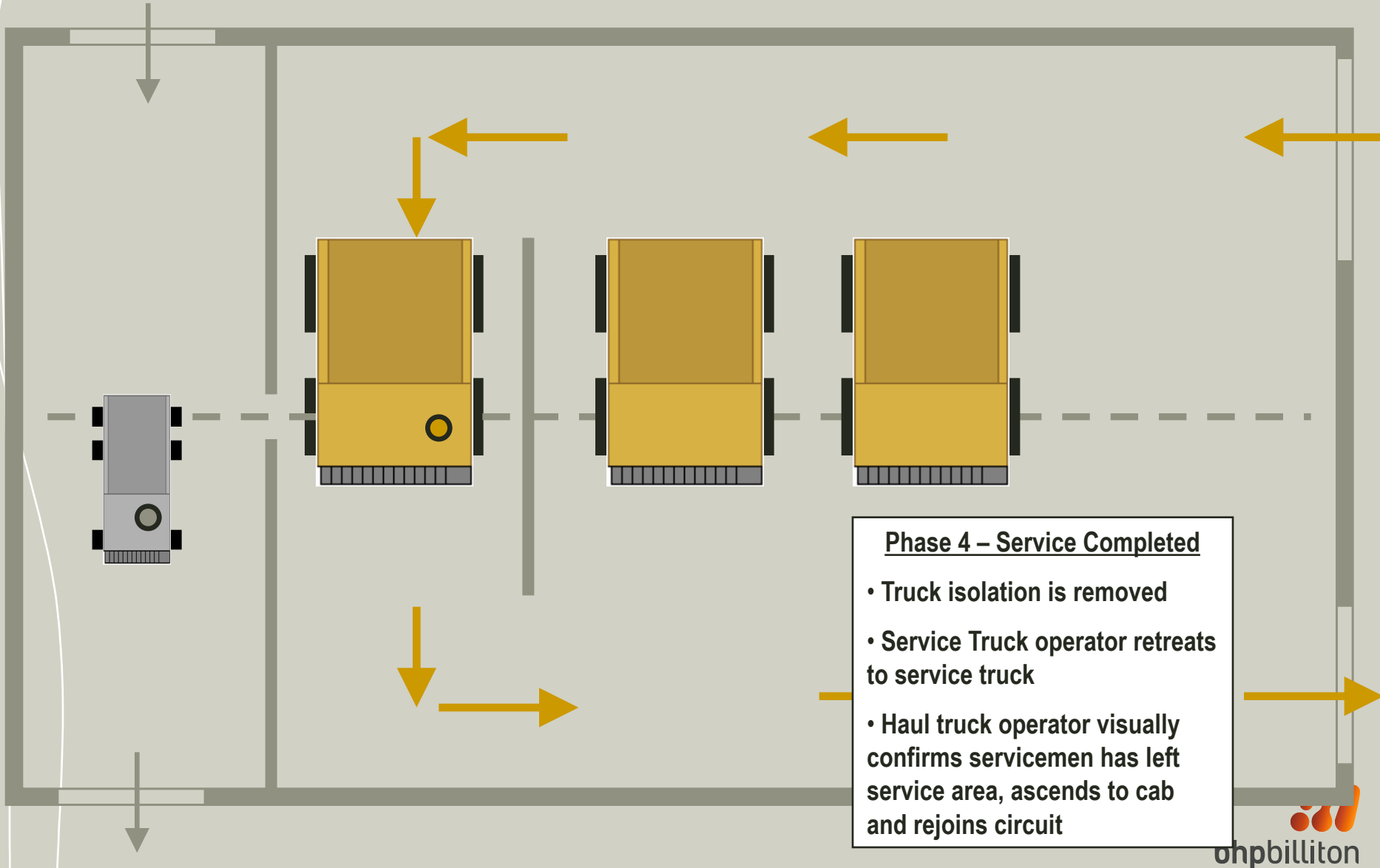
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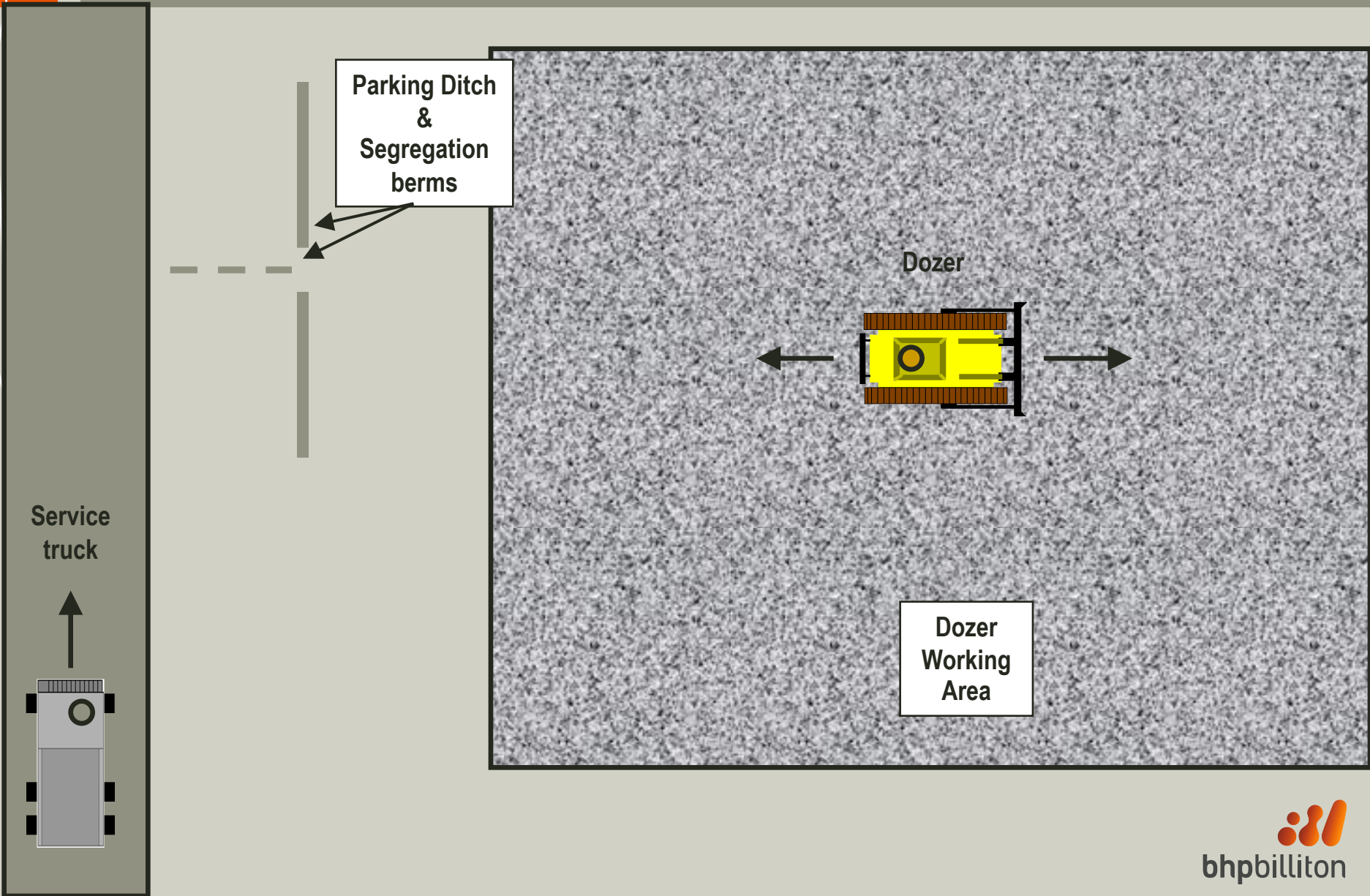
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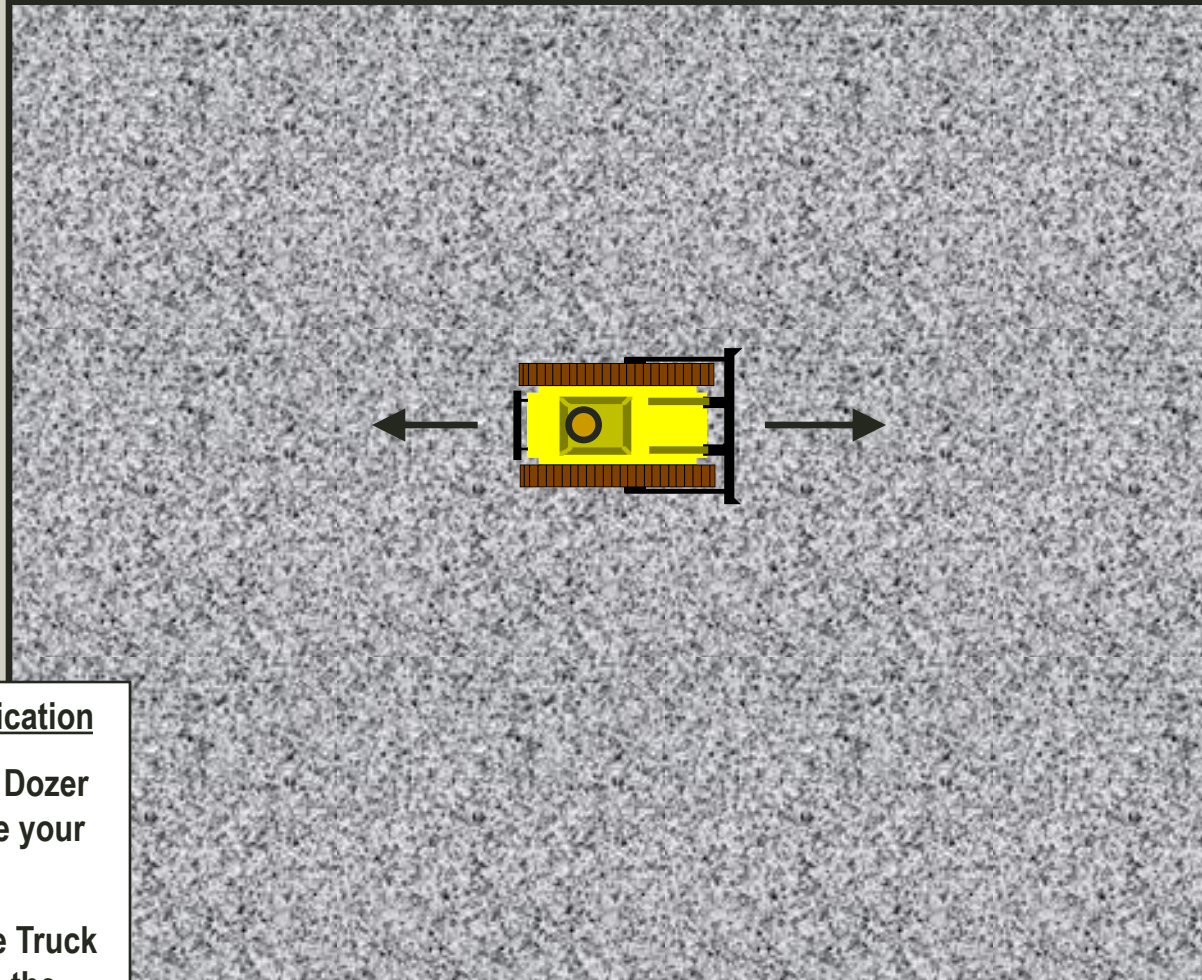
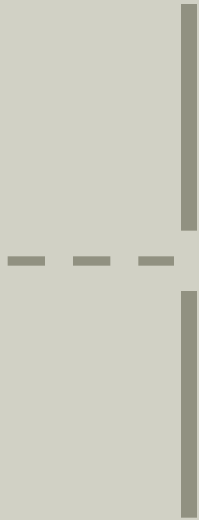
## (2) Servicing a single machine in a remote location



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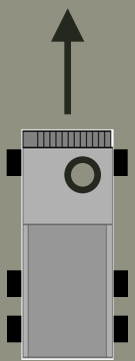
## (2) Servicing a single machine in a remote location



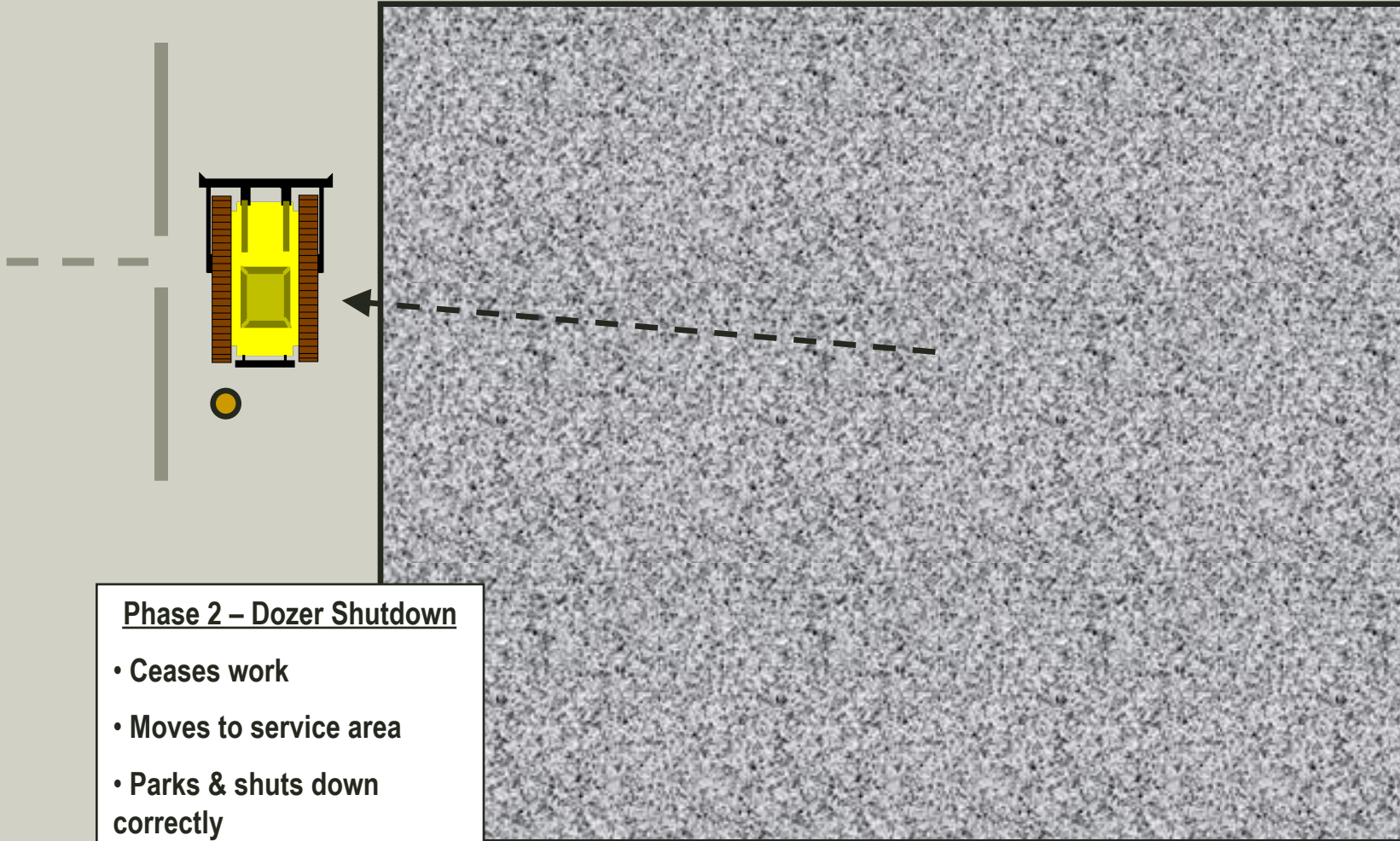
### Phase 1 – Communication

“Service Truck 2 to Dozer 17, I wish to service your machine”

“Dozer 17 to Service Truck 2, I will bring it to the service area and shut it down”



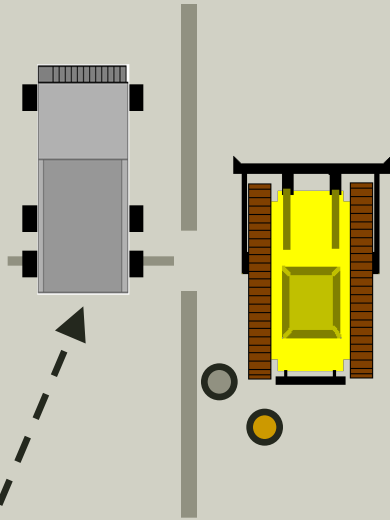
## (2) Servicing a single machine in a remote location



### Phase 2 – Dozer Shutdown

- Ceases work
- Moves to service area
- Parks & shuts down correctly
- Operator dismounts to ground without crossing into service truck area

## (2) Servicing a single machine in a remote location

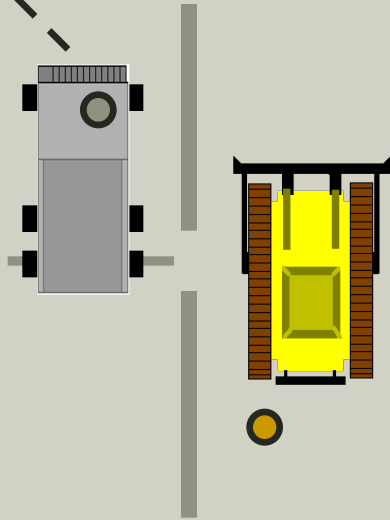


### Phase 3 – Service Truck Approach & Parking

- As long as dozer operator has not entered the service truck parking area, service truck enters and parks correctly in the ditch
- Dozer is isolated according to site procedure and service is commenced



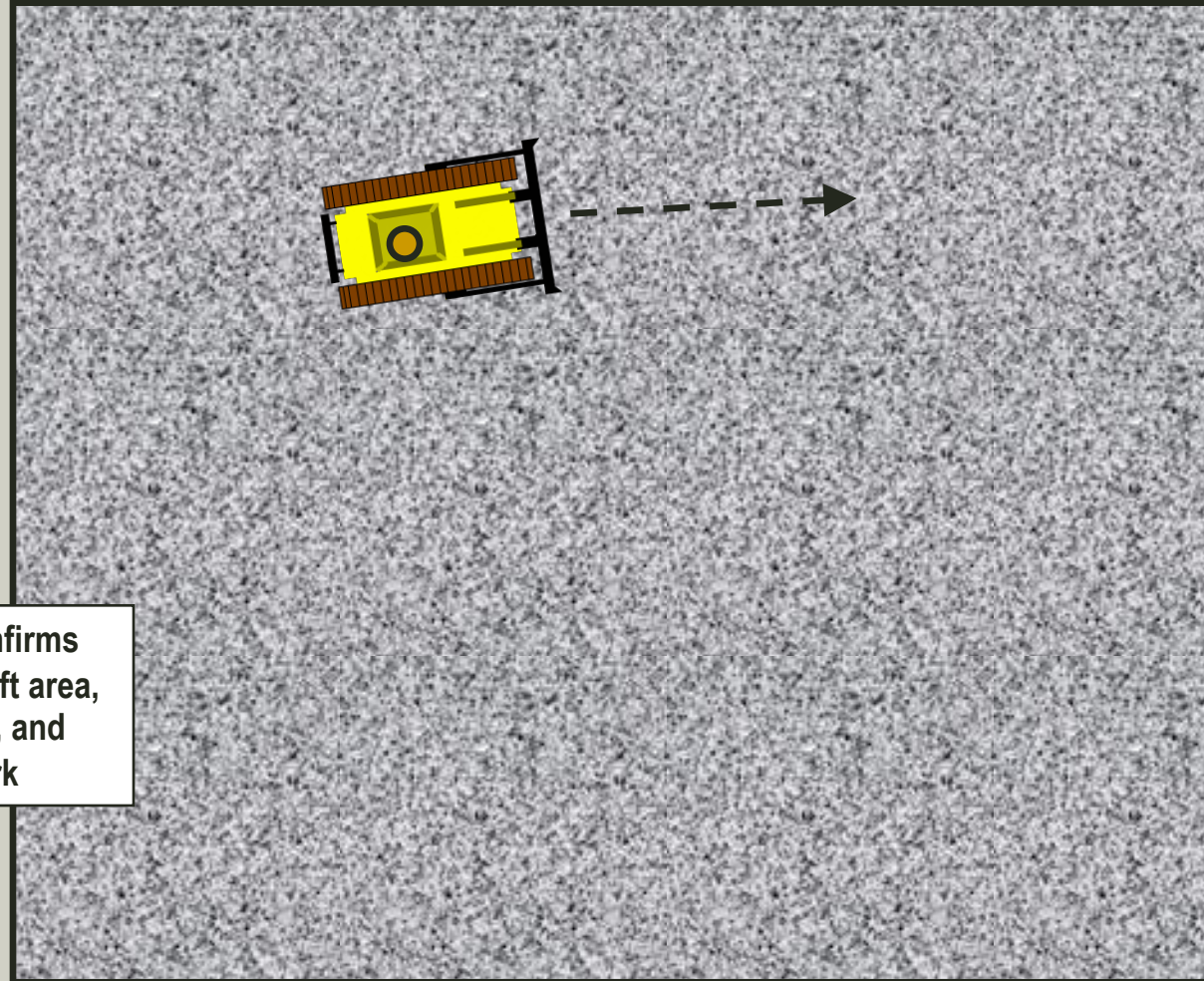
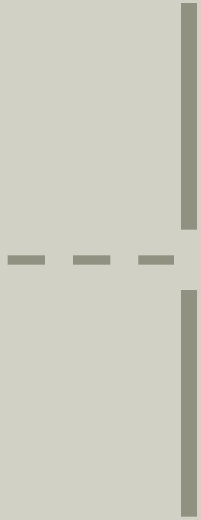
## (2) Servicing a single machine in a remote location



### Phase 4 – Service Truck Departure

- Dozer isolation is removed
- Dozer operator retreats to dozer side of berm
- Service Truck visually confirms dozer operator has left the service truck area and moves off to next assignment

## (2) Servicing a single machine in a remote location

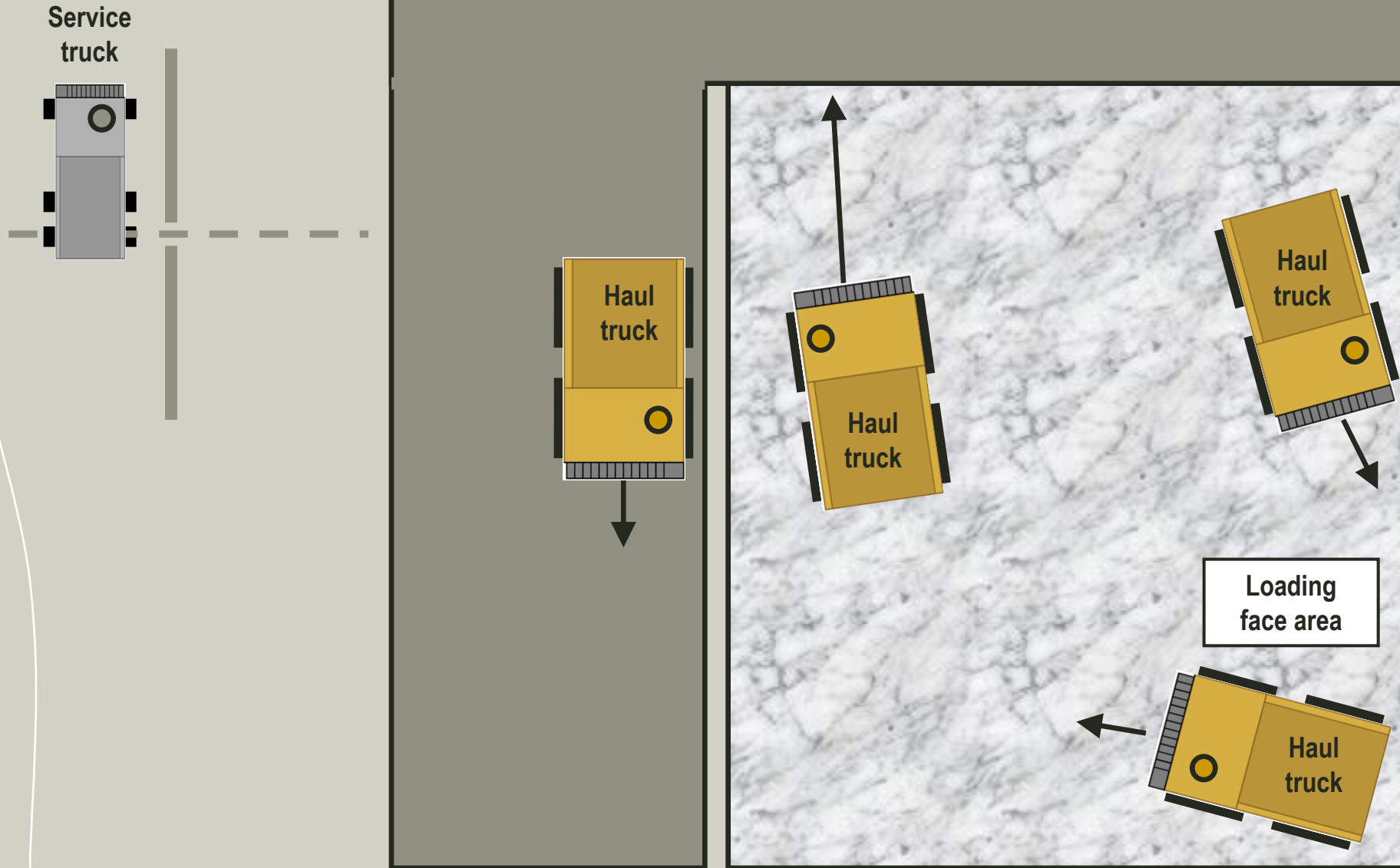


**Dozer visually confirms  
service truck has left area,  
restarts machine, and  
returns to work**

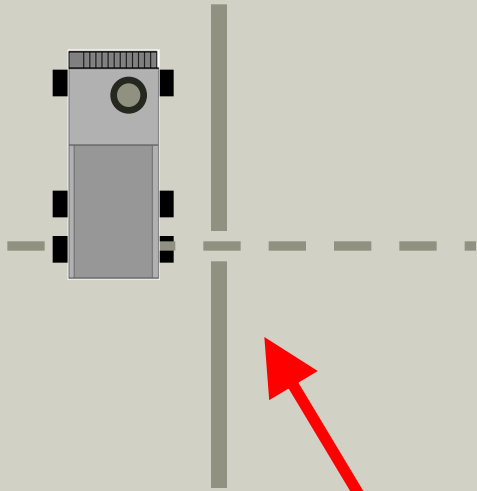
### (3) Servicing multiple machines at a production location



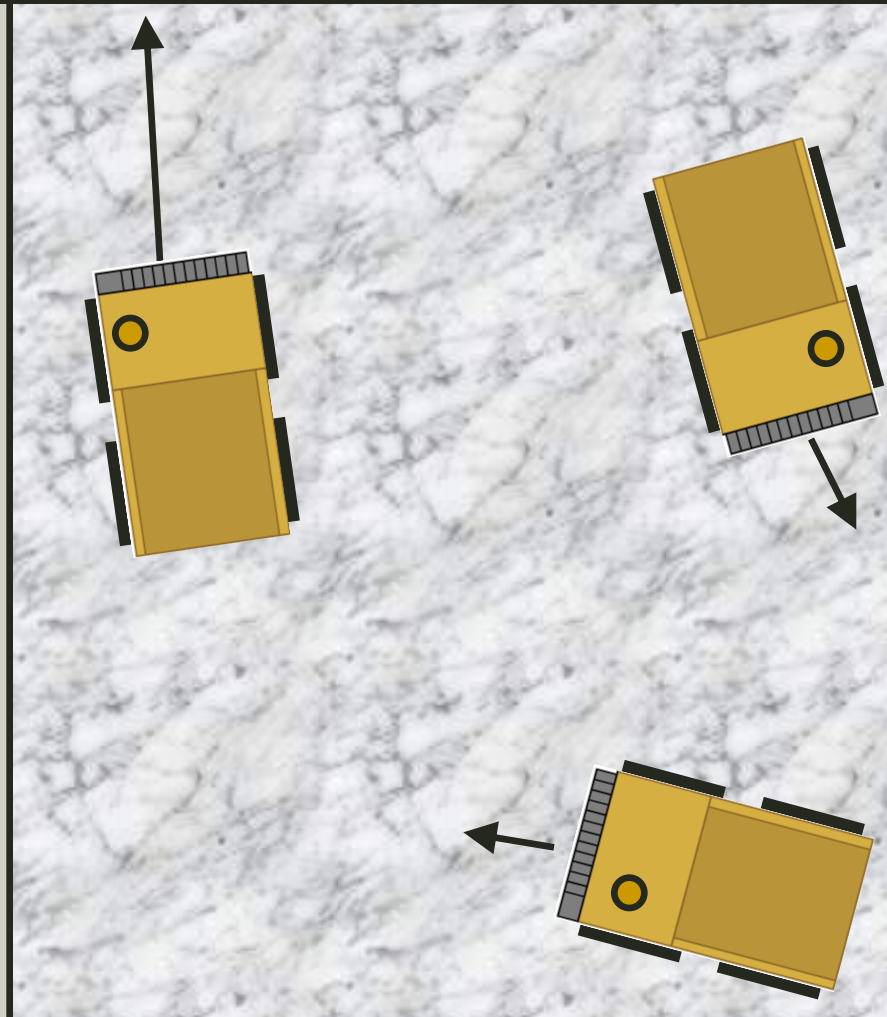
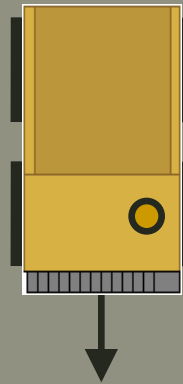
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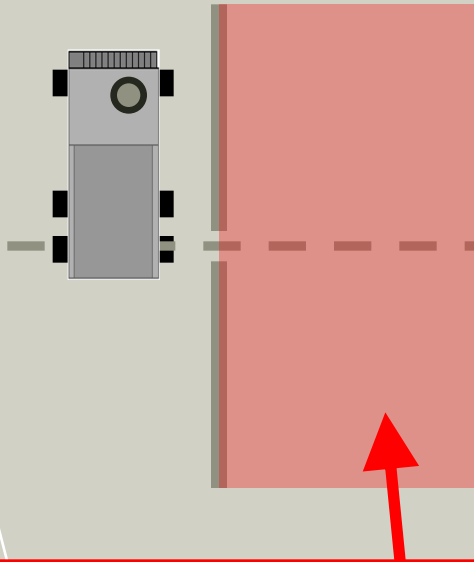
### (3) Servicing multiple machines at a production location



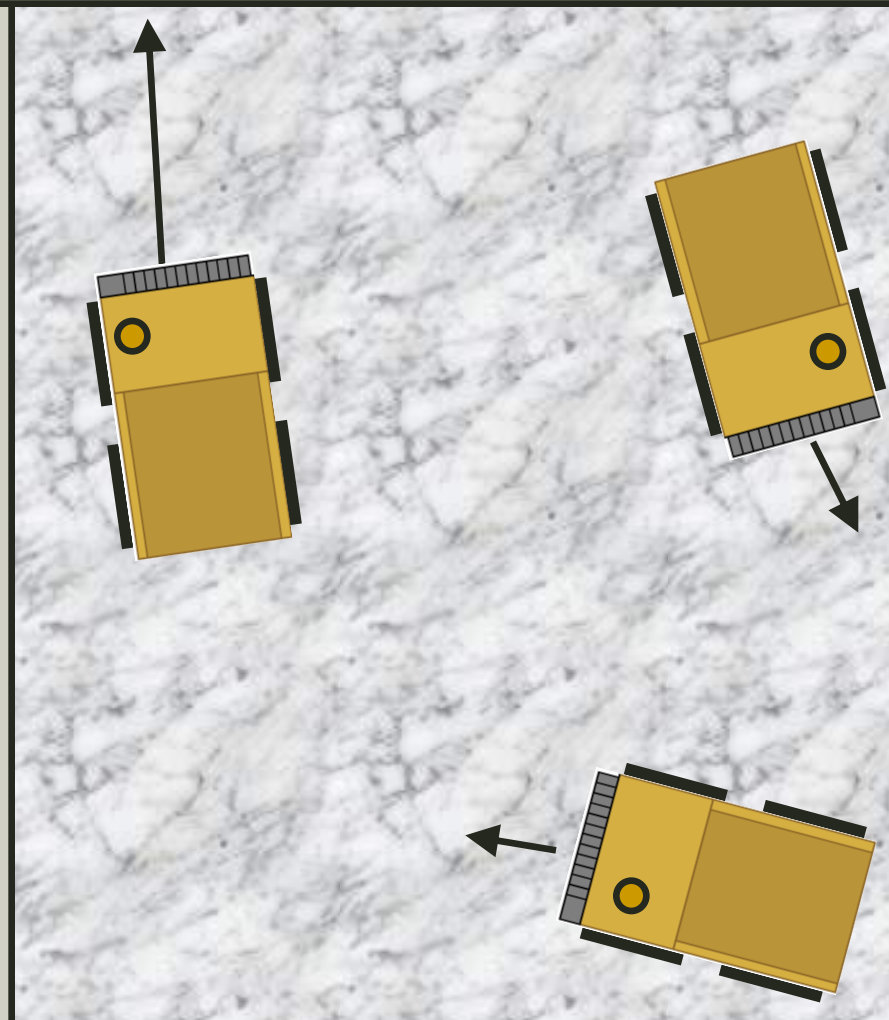
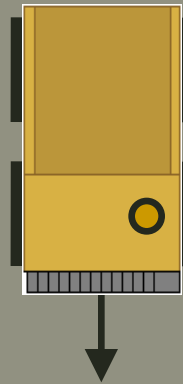
Parking ditch or berm to eliminate the need to set stop blocks – extends into service truck area. Also berm segregating service truck from production equipment



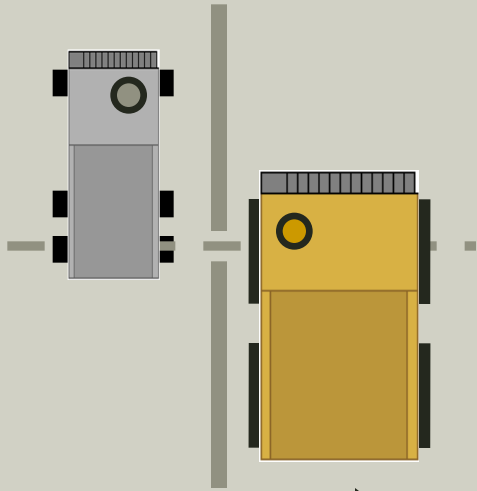
### (3) Servicing multiple machines at a production location



Serviceman does not cross berm into this area until production machine is correctly parked, shutdown and operator descended to ground



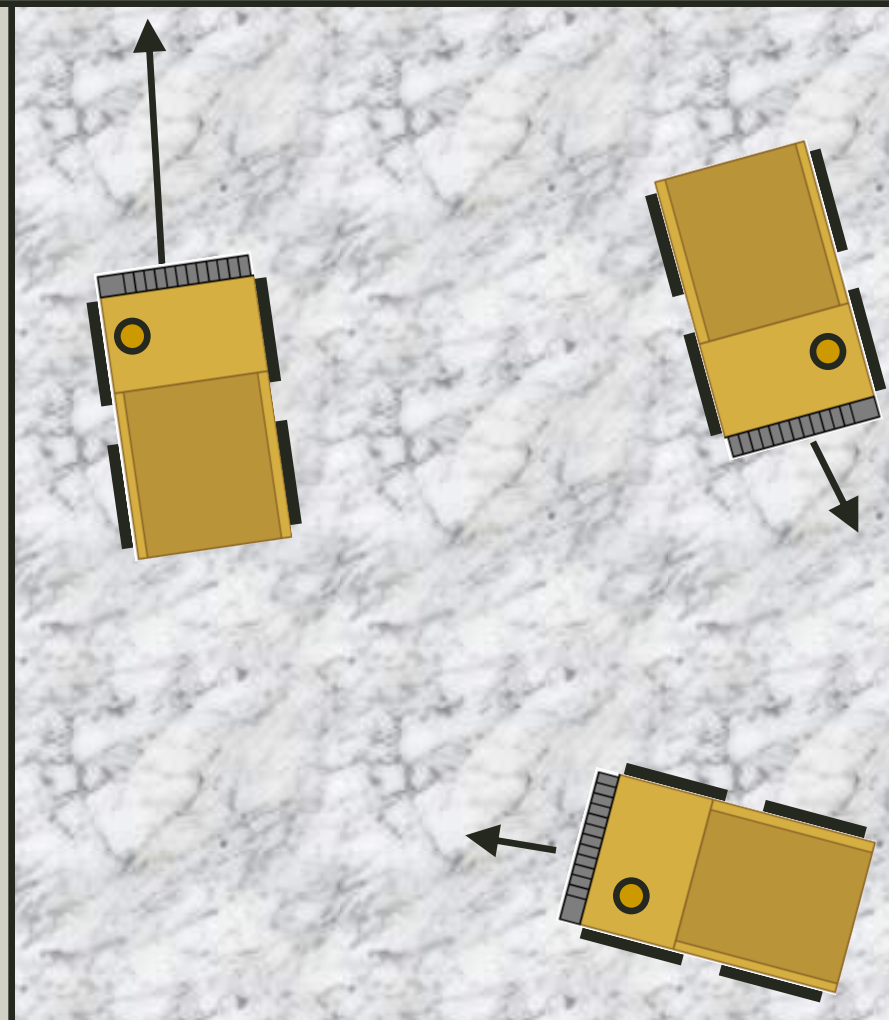
### (3) Servicing multiple machines at a production location



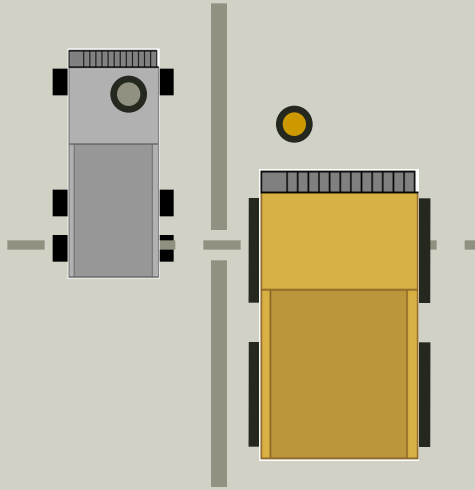
#### Phase 1 – Communication

“Service Truck 2 to Truck 36, I wish to service your Truck”

“Truck 36 to Service Truck 2, I will bring it to the service area and shut it down”

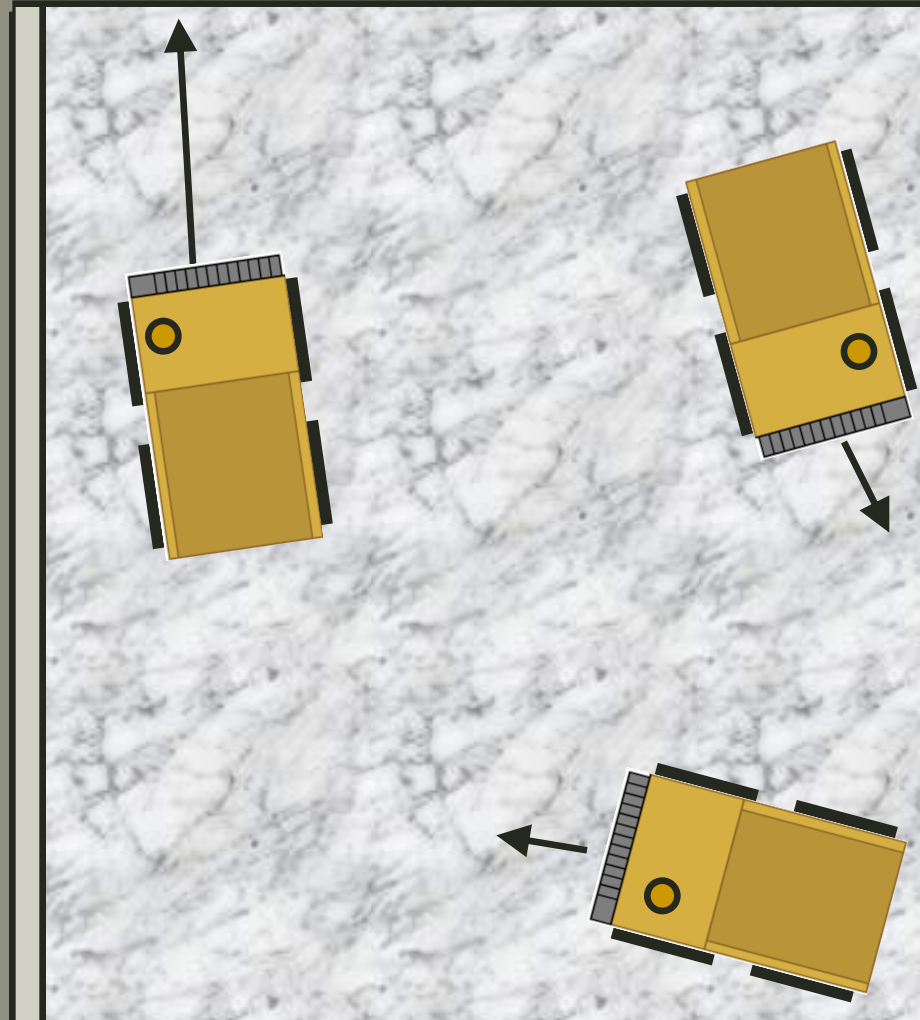


### (3) Servicing multiple machines at a production location



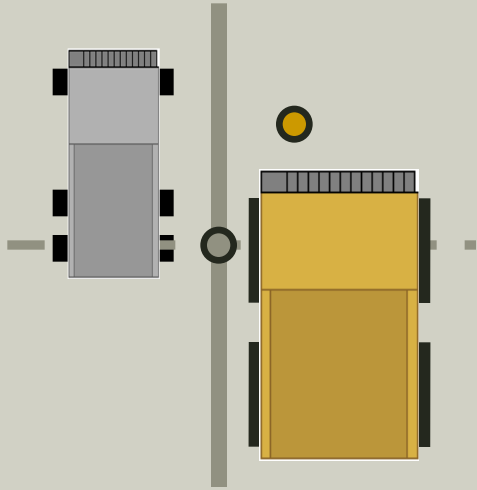
#### Phase 2 – Truck Shutdown

- Ceases work
- Moves to service area
- Parks & shuts down correctly
- Operator dismounts to ground without crossing into service truck area



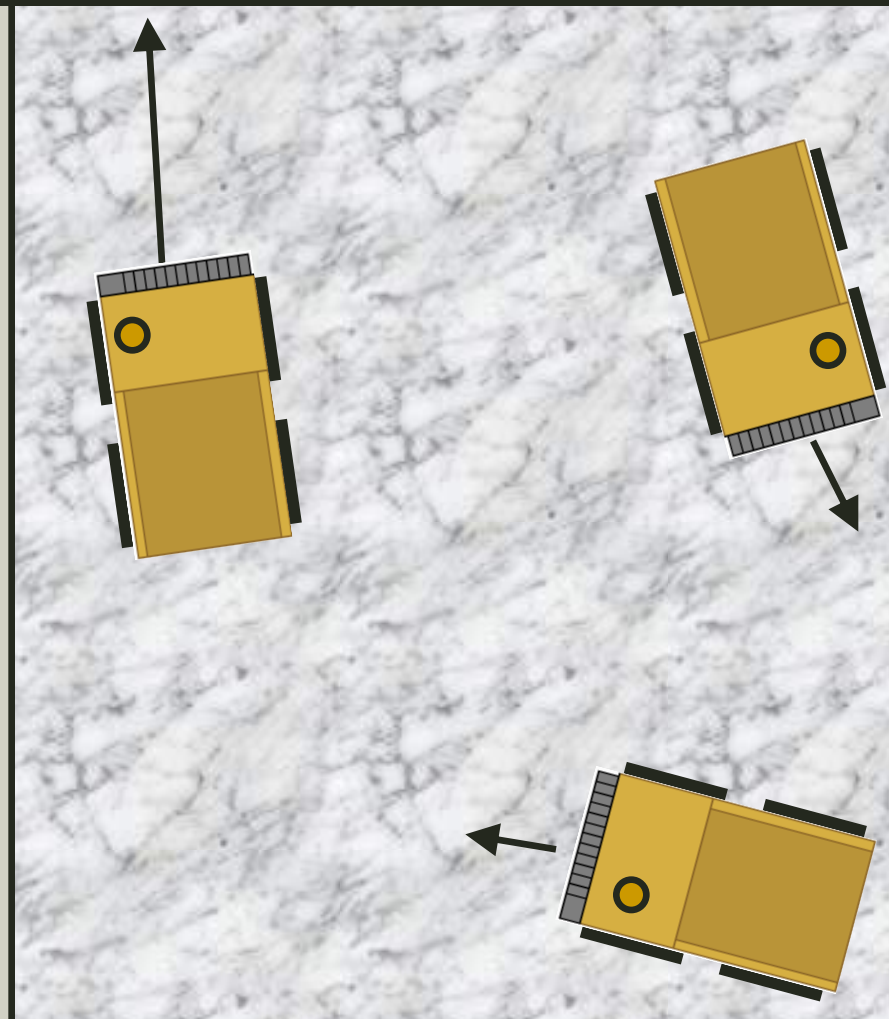


### (3) Servicing multiple machines at a production location

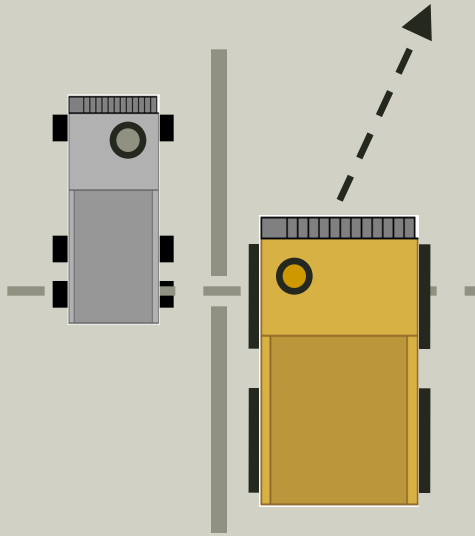


#### Phase 3 – Servicing Truck

- Truck is isolated according to site procedure and service is commenced

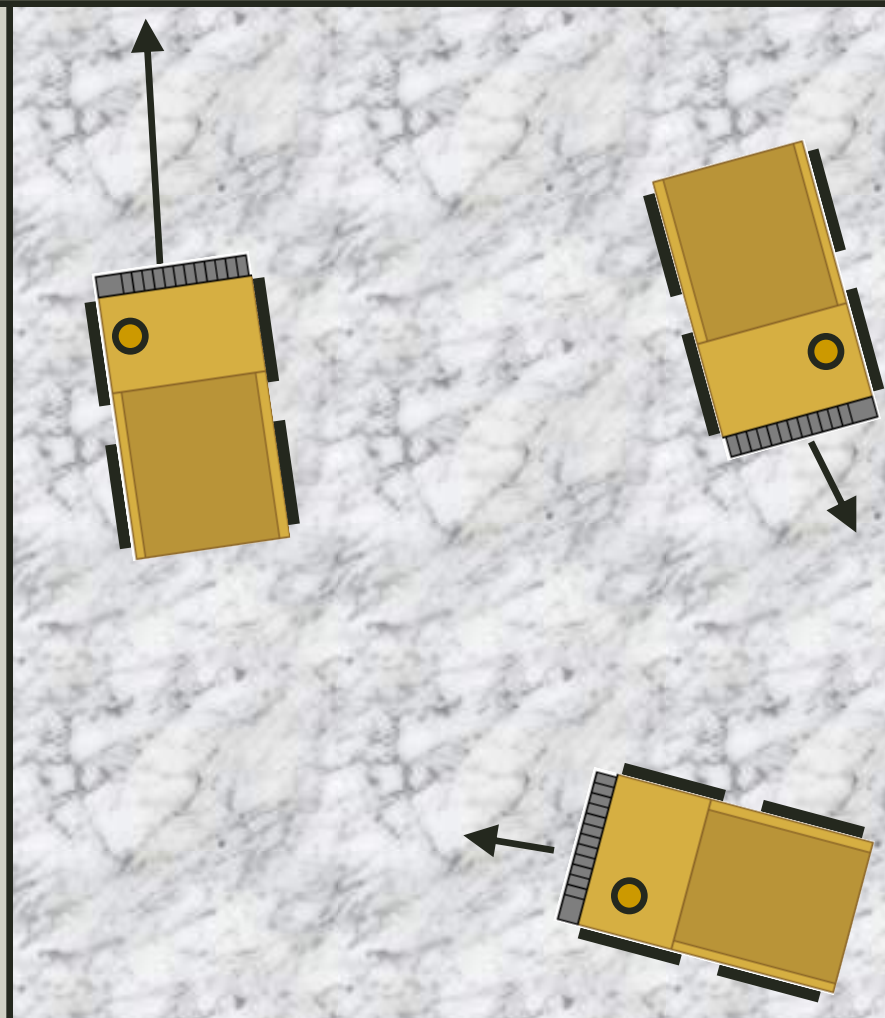


### (3) Servicing multiple machines at a production location

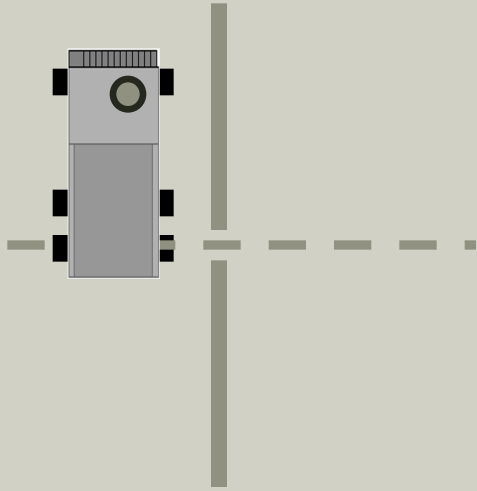


#### Phase 4 – Service Completed

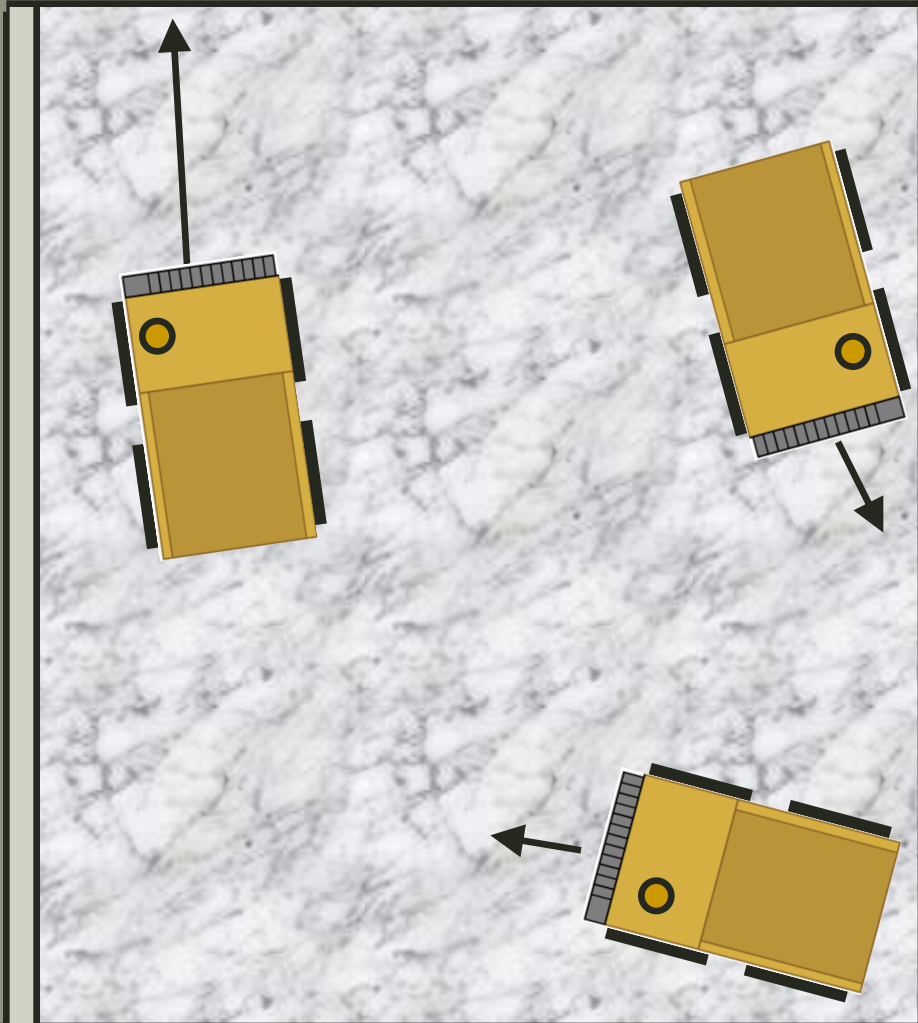
- Truck isolation is removed
- Service Truck operator retreats to service truck
- Haul truck operator visually confirms serviceman has returned to service truck, ascends to cab and rejoins circuit



### (3) Servicing multiple machines at a production location



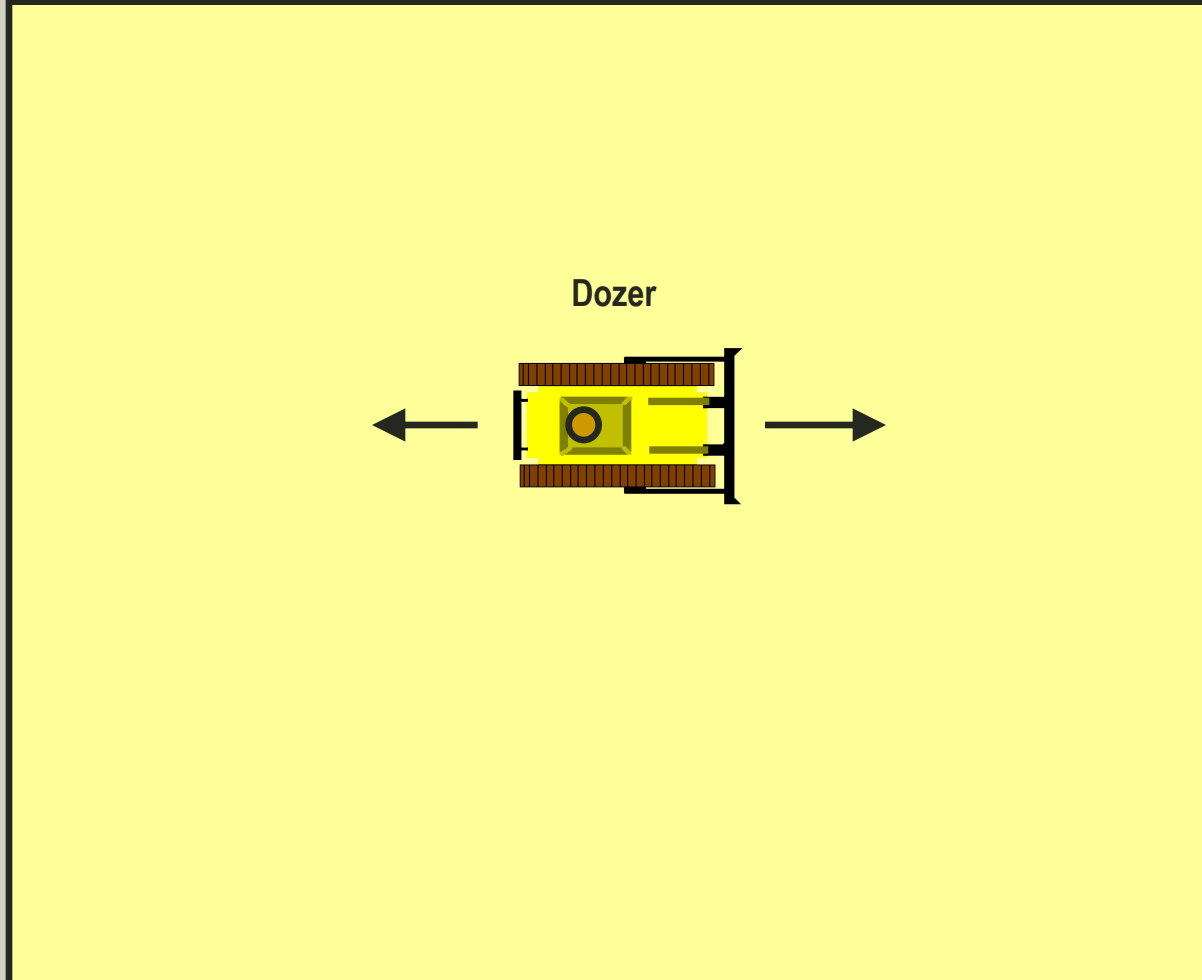
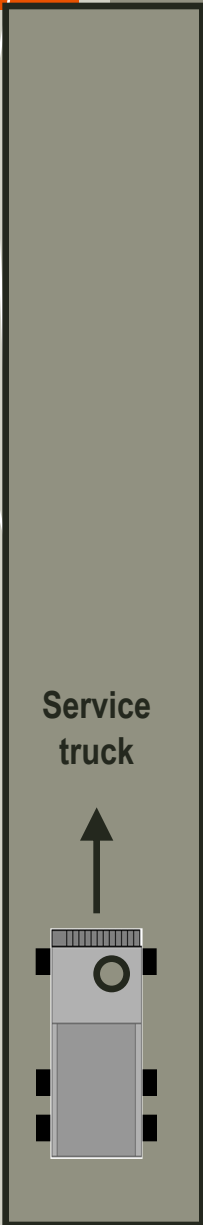
**Service truck driver awaits next machine to be serviced**



(4) Servicing a single machine in a remote location – no hard barriers available – the situation we must work towards eliminating



(4) Servicing a single machine in a remote location – no hard barriers available

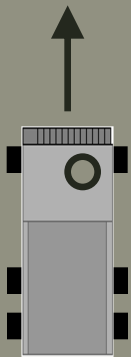
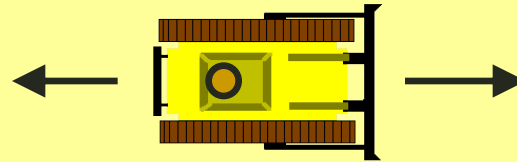


# (4) Servicing a single machine in a remote location – no hard barriers available

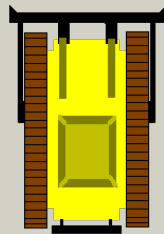
## Phase 1 – Communication

“Service Truck 2 to Dozer 17, I wish to service your machine”

“Dozer 17 to Service Truck 2, I will bring it out near the road and shut it down”

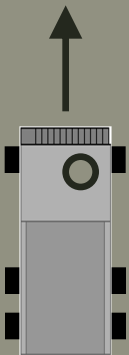


## (4) Servicing a single machine in a remote location – no hard barriers available

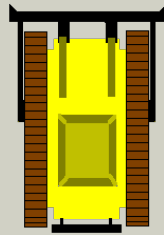


### Phase 2 – Dozer Shutdown

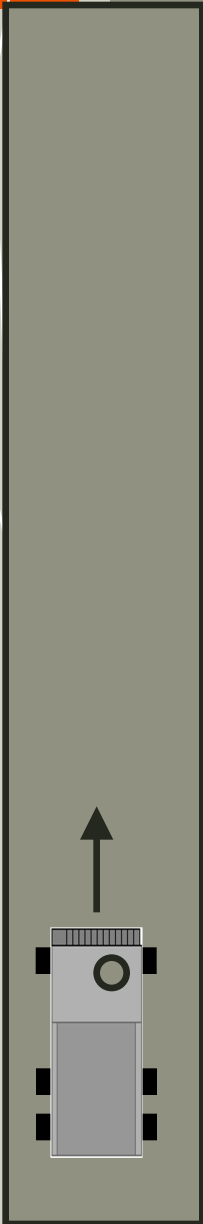
- Ceases work
- Moves to road edge
- Parks & shuts down correctly
- Operator dismounts to ground and positions himself so that the service truck operator can see him but is never between the service truck and his own machine where he could be pinned



# (4) Servicing a single machine in a remote location – no hard barriers available

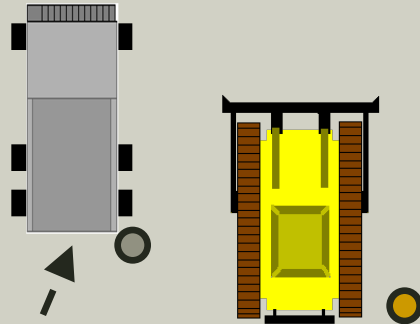


The machine to be serviced must always be positioned and parked before the service truck approaches – never the reverse...





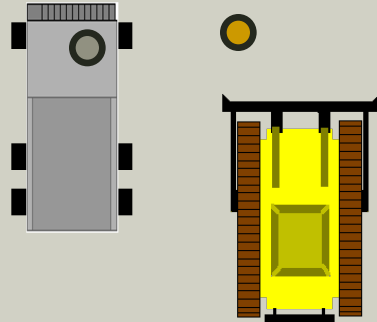
## (4) Servicing a single machine in a remote location – no hard barriers available



### Phase 3 – Service Truck Approach & Parking

- As long as the service truck driver can see the dozer operator on the ground and determined that the dozer operator has not placed himself between the service truck and his machine where he/she could be pinned, service truck enters and parks correctly including using chocks if no ditch is available the ditch
- Dozer is isolated according to site procedure and service is commenced

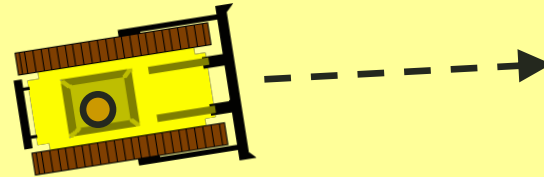
## (4) Servicing a single machine in a remote location – no hard barriers available



### Phase 4 – Service Truck Departure

- Dozer isolation is removed
- Dozer operator retreats to a position where the service truck driver can see him/her and is not between the equipment and the service truck where he/she could be pinned
- Service Truck sights dozer operator for his correct position and moves off to next assignment

#### (4) Servicing a single machine in a remote location – no hard barriers available



**Dozer visually confirms  
service truck has left area,  
ascends machine, and  
returns to work**

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