

Case study

Getting smart about Smart brakes

Frasers Livestock Transport – Warwick, QLD

Real-time data supports real-time safety

One of the most widely recognised names in the livestock transport industry is Fraser's Livestock Transport, based in Warwick in the Southern Downs of Queensland and in their 80th year of operation.

Athol Carter, the compliance manager and Central Queensland manager for Fraser's explained the journey within their business. "Workshop training, to ensure technicians understand how to maintain electronic brake and roll stability equipment, was the first starting point," said Mr Carter.

That included training around diagnostics and what information could and was most useful to be downloaded from the software, and supplying replacement parts to make sure trailers remained fit for purpose.



Athol Carter – Central QLD Manager, Fraser's Livestock Transport

Fraser's went beyond the base-level equipment and added WABCO's Trailer Pulse tracking system to the electronic braking system. This provided real-time data and email alerts rather than waiting for data to be downloaded after the event.

If the system was not plugged in or operational, the workshop manager could be notified. If there was a roll stability event, the supervisor could contact the driver immediately or discuss it with them when they returned to the worksite. This approach increased the value of the data for Fraser's by turning a lag indicator into a lead indicator.

With either approach, information became part of driver education, instantly in the case of the Trailer Pulse data, but also by being shared with all drivers at Toolbox Talks. The electronic roll stability function proved its value for this Fraser's quickly, with a hotspot identified on a regular route.

"We had five roll stability events on the same bend, we then shared this information with our drivers, who by dropping only four or five kilometres an hour for 500 metres could eliminate the issue."

– Athol Carter

Fraser's went back to basics in implementing the technology. Realising it was now part of new equipment that would be added to the fleet, it identified issues with the new technology and how it impacted the driving experience, including Athol getting back into the truck himself.

After engaging workshop technicians, managers and supervisors to understand the equipment and ensuring they had the necessary tools, including software and plugs, step 2 was incorporating training and information into the operation's 'Yarn in the Yard' Learning and Development program for drivers.

That included bringing in industry experts into Toolbox Talks to inform drivers about the new equipment, the reasons for its introduction and demonstrating how it worked, particularly addressing myths and habits of driver's understanding of electronic braking and roll stability functions.

"That was absolutely one of the most powerful things we did because drivers just didn't know. They walked away from that with a real appreciation and thanks for the information that had been shared with them," said Mr. Carter.

That was supported with further information, including videos and brochures, as well as coaching drivers. As well as providing individual insights into how to use the equipment effectively, that also created an opportunity to discuss the reasons why some drivers did not like the system so those concerns could be discussed and addressed.



Expect a journey, this won't happen overnight



Integrate data outputs into the rest of your operations



Evaluate whether real time tech is the right fit for your business



Reinforce the message with your staff, this isn't one and done

"We're giving drivers the best tools of the trade we can. If there is a safety feature available that can save a life or prevent a rollover, for a minimal cost compared to a catastrophic crash, then it's pretty cheap," was Athol's closing advice.



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