



## NATIONAL HEAVY VEHICLE ACCREDITATION SCHEME BASIC FATIGUE MANAGEMENT AUDIT MATRIX

Operator name	
Location of audit	
Auditor name	
Audit Date:	____/____/____

### PURPOSE

For the purposes of accreditation, the Basic Fatigue Management (BFM) Standards and supporting criteria stipulate the policies, procedures and documentation that need to be established, and used, and form an Operator's Basic Fatigue Management fatigue management system. The objective of this audit matrix is to provide a tool to assess and confirm the commitment and effectiveness of an operators BFM fatigue management system. To establish compliance with the BFM standards and criteria, the auditor must ascertain how the criteria is documented, how they are reviewed, what action has been taken and what input the drivers have had into this process (e.g. through training services or via a manual). The auditor should also establish the knowledge and understanding of these procedures through discussions with a random group of employees.

### AUDIT INSTRUCTIONS

The BFM audit program lists six standards and a description for each of these standards. Under each standard, there are a number of criteria that the operator must meet before accreditation is granted. For each criterion, assessment steps/points of focus are listed to enable the auditor to identify how the operator's fatigue management system satisfies the requirements of the Standards. The audit matrix can be used for on-going audits to ascertain whether the operator's system has changed since the entry audit.

When conducting a BFM audit, the auditor must:

- have full understanding and knowledge of the six standards and the criteria;
- perform the audit in accordance with the audit matrix, following the assessment steps/points of focus;
- conduct discussions with the operator's employees where procedures are not required to be documented;
- observe activities to confirm that procedures are implemented, where appropriate;
- complete the 'Comments' columns by providing a summary of findings against the assessment steps/points of focus, and include any other relevant information; and
- enter a code in the 'Compliance Code' column for each assessment step/points of focus. The code should indicate the extent to which the operator's procedures comply with the corresponding assessment step/points of focus and criteria.

The following standard codes must be used:

NAP - Not Applicable

NA - Not Assessed at this Audit

V - Conformance Verified

M - Minor Non-Conformance Requiring Rectification by an Agreed Date

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The auditor may look for other indicators when reviewing larger organisations or more complex systems; however these indicators may not apply to smaller or less complex systems. The auditor will need to apply their own judgement as to whether these 'other indicators' have been satisfactorily completed.

When conducting a BFM system audit on an organisation of substantial size the auditor should consider using an audit team.

## SEQUENCE OF STANDARDS

Coverage of the individual Basic Fatigue Management Standards within this assessment program is performed in a sequence best suited to first understanding and then assessing the operator's fatigue management system. The audit steps cover the standards in the following order:

Standard 4 – Responsibilities

Standard 6 - Records and Documentation

Standard 3 - Fatigue Knowledge and Awareness

Standard 1 - Scheduling and Rostering

Standard 2 - Fitness for Duty

Standard 5 - Internal Review

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<p><b>4. Responsibilities</b>  The authorisations, responsibilities and duties of all positions involved in the management, operation, administration, participation and verification of their operations under the Basic Fatigue Management option are current, clearly defined and documented and carried out accordingly.</p>			
<p><b>Description</b>  The compliant operation of the Basic Fatigue Management option is dependent on all relevant personnel knowing and fulfilling their responsibilities to ensure that the requirements of the Basic Fatigue Management standards are met.</p>			
Criteria	Assessment Step/Points of Focus	Comments	Compliance Code
<p>4.1 All relevant personnel are carrying out their duties and responsibilities compliant with the Basic Fatigue Management standards and the operator's fatigue management system;</p>	<p>Review definitions of roles and responsibilities and ensure that they clearly set out the roles and responsibilities of positions held in respect of the fatigue management system.</p> <p>If so, how have they been documented (e.g. position descriptions, flowchart, organisation chart, role definition, etc.)?</p>		
<p>4.2 Authorities, responsibilities and duties relating to the Basic Fatigue Management fatigue management system are current, clearly defined and communicated to all appropriate personnel;</p>	<p>Review documented procedures regarding individual functions required to be performed and ensure that documentation covers what, where, how and by whom these functions are to be performed.</p> <p>Have roles and responsibilities in respect of the Management System been explicitly defined?</p>		

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	<p>Review verification dates on documentation (are they current/old versions), when and how often are they updated?</p> <p>How are nominated personnel advised of their roles and responsibilities?</p> <p>Ascertain through discussions how persons nominated have been advised of their roles and responsibilities and review any relevant documentation (e.g. job descriptions, memos, briefing sessions).</p>		
<p>4.3 Management practices are in place to deter non-compliance and implement corrective actions; and</p>	<p>Review policies and procedures in reference to personnel performance management, these may include:</p> <ul style="list-style-type: none"> <li>• medical reporting</li> <li>• non compliance reporting</li> <li>• corrective and preventative actions</li> <li>• counselling</li> <li>• documented Termination Policy.</li> </ul> <p>Review records of results for actions taken.</p> <p>Review corrective action reports.</p>		

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	<b>Note:</b> Owner/Operator – Practices to minimise risks, scheduling and rostering.		
4.4 A communication process (e.g. in-trip communication with drivers, meetings, notices, newsletters) is in place to facilitate the exchange of information between drivers and management where practical and appropriate	<p>Is there a communication process established and implemented within the organisation? This may include:</p> <ul style="list-style-type: none"> <li>• mobile phones</li> <li>• onboard computer data and record</li> <li>• documents</li> <li>• letters</li> <li>• open door communication</li> <li>• communication policy</li> <li>• deviation path procedure</li> <li>• tool box meetings</li> </ul>		

**Note:** The size and complexity of the operator’s systems will affect the level of detail expected in satisfying the above criteria. These indicators may not be appropriate to a small operator where a formal management structure specifically for fatigue management is not appropriate. However, for a larger organisation, particularly one spanning locations, a formal structure may be appropriate to define roles and responsibilities in respect of fatigue management of persons at both head office and at individual locations.

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**6. Records and Documentation**

The operator will implement, authorise, maintain and review documented policies and procedures that ensure the management, performance and verification of the Basic Fatigue Management option in accordance with the standards.

**Description**

This standard requires a system to manage and maintain records that relate to the requirements of the Basic Fatigue Management standards. Documented evidence must be maintained to demonstrate the level of compliance with the Basic Fatigue Management standards.

Criteria	Assessment Step/Points of Focus	Comments	Compliance Code
6.1 Policies, procedures and instructions covering all activities required to meet the Basic Fatigue Management standards are authorised, current, clearly defined and available to all relevant personnel;	Verify that all documentation is authorised, current date, clearly defined, maintained and current version.  Are procedures and documentation made available to all relevant personnel?		
6.2 All Basic Fatigue Management option records are legible, stored, maintained and available for management and audit purposes for at least three years;	Verify that records are legible, stored and maintained in accordance with the requirements.  Review policies and procedures to ensure that retention periods and retrieval arrangements are specified (electronic or hard copy).		

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6.3 Records of participating drivers are kept current.	Review register to ensure that it contains the required details of nominated drivers and is kept up to date.		
6.4 Documents are approved, issued, reviewed, modified and accounted for in accordance with the operator's prescribed control procedures.	<p>Verify statement of responsibility, which should identify the responsible person for maintaining, reviewing and updating the relevant documentation.</p> <p>Verify that documentation is available to all relevant personnel and at all locations where operations related to fatigue management are undertaken.</p> <p><b>Note:</b> Owner/Operator – dates, times, who and when documentation was reviewed last.</p>		
6.5 Records must include individual driving hours records for all nominated drivers (e.g. work diaries, rosters, schedules).	<p>Verify that the operator keeps appropriate records, these may include:</p> <ul style="list-style-type: none"> <li>▪ Work diary pages</li> <li>▪ Generic sets of rosters</li> <li>▪ Induction/training documents</li> <li>▪ Workplace Health and Safety training</li> <li>▪ Register of documents</li> <li>• Driver medical assessments</li> </ul>		

**Note:** Documentation and records must be kept for a minimum of three years, including superseded procedures.

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### 3. Fatigue Knowledge and Awareness

All personnel involved in the management, operation, administration, participation and verification of the Basic Fatigue Management system can demonstrate competence in fatigue knowledge relevant to their position.

#### Description

Fatigue knowledge and awareness is essential to ensure all employees (including managers), who are involved in the fatigue management system, understand fatigue management issues and have the knowledge and skills to practice fatigue management and to comply with the operator's fatigue management system.

Criteria	Assessment Step/Points of Focus	Comments	Compliance Code
3.1 that the operator has steps in place to ensure anyone involved in the management, operation, administration, participation and verification of the fatigue management system is made aware of the operator's current fatigue management policies and procedures;	Ensure that the BFM operator has communicated to all staff how fatigue risk is relevant to the operation and that there relevance and importance of the operators fatigue management system.		
3.2 that all persons who hold a position of responsibility under the operator's Basic Fatigue Management system are identified; <ul style="list-style-type: none"><li>• have been inducted and regularly updated in the operator's fatigue management policies and procedures;</li></ul>	Identify personnel whose activities have a safety critical aspect to them relating to fatigue management.  Assess competence of these personnel by identifying any evidence that they at a minimum know the causes, effects and		

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<ul style="list-style-type: none"> <li>• are able to demonstrate competence in managing driver fatigue, including the understanding the causes, effects and symptoms of fatigue, and being able to apply strategies to better manage fatigue; and</li> <li>• if the person drives a heavy vehicle under BFM – that person is able to demonstrate competence with TLIF1007C <i>Apply Fatigue Management Strategies</i></li> <li>• if the person is a scheduler as described in the heavy vehicle driver fatigue legislation, or who supervises or manages drivers and scheduling staff – that person is able to demonstrate competence with TLIF6307A <i>Administer the implementation of fatigue management strategies</i>;</li> </ul>	<p>symptoms of fatigue and strategies to better manage fatigue.</p> <p>What checks are carried out to confirm that anyone in a position of responsibility under BFM system has done been inducted and regularly updated in the BFM system?</p> <p>Verify that drivers who operate under BFM operating conditions have received a Statement of Attainment in TLIF1007C <i>Apply Fatigue Management Strategies</i>.</p> <p>Verify that any person who is a scheduler as described by heavy vehicle legislation, or who supervises or manages drivers and scheduling staff has received a Statement of Attainment in TLIF6307A <i>Administer the implementation of fatigue management strategies</i>.</p>		
<p>3.3 that they have:</p> <ul style="list-style-type: none"> <li>• established a procedure for maintaining the currency of knowledge in fatigue</li> </ul>	<p>Does the accredited operator have a training needs analysis available that identifies and addresses gaps for personnel who</p>		

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<p>management for all people who hold a position of responsibility, including identify if, and when, any re-assessment of competence is to be conducted, and ensured that this has occurred;</p> <ul style="list-style-type: none"> <li>ensured that any knowledge needs are identified, and that appropriate action is undertaken to address those needs.</li> </ul>	<p>hold a position of responsibility under the BFM option?</p> <p>Has the operator taken any action identified by the training needs analysis?</p>		
<p>3.4 that records of competence of drivers, schedulers or those who supervise or manage drivers and scheduling staff have been maintained, including:</p> <ul style="list-style-type: none"> <li>details of what, if any, training was undertaken, who delivered the training and when this training occurred;</li> <li>if, and when any re-training is required; and</li> <li>record of the qualifications of workers, including any units of competence achieved.</li> </ul>	<p>View any training records retained by the operator and confirm that the records specify:</p> <ul style="list-style-type: none"> <li>when the training was completed</li> <li>who delivered the training</li> <li>if re-training requirements are documented</li> <li>copies of Statement of Attainments (or some record of these) are available.</li> </ul>		

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## 1. Scheduling and Rostering

Scheduling of individual trips and rostering of drivers are to be in accordance with limits prescribed in legislation.

### Description

Scheduling and rostering practices are to ensure all trip schedules and driver rosters are planned and assigned in compliance with the legislated operating limits taking into account the transport task, and time for the transport task to be completed safely.

Criteria	Assessment Step/Points of Focus	Comments	
1.1 Schedules and rosters are documented;	Verify that schedules and rosters are documented, are planned and comply with the approved operating limits.  <b>Note:</b> Owner/Operator – smaller operators may not have scheduling and rostering documents as drivers are aware of their times.		
1.2 Schedules and rosters are monitored and regularly reviewed;	Review the documented policies and procedures for monitoring and reviewing of schedules and rosters. As a guide an auditor could look at: <ul style="list-style-type: none"><li>• approved documents checking date and version</li><li>• fuel docketts</li><li>• satellite data</li></ul>		

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	<ul style="list-style-type: none"> <li>• diary/schedule comparison</li> <li>• phone records</li> </ul>		
1.3 Action is taken to minimise fatigue risks when altering schedules and rosters;	Review policies and procedures and determine if operator has an altering trip schedule procedure.		
1.4 Guidelines are in place for the use of relief/casual drivers where required;	Review policies and procedures for a contingency plan e.g. what happens when a driver reports unfit for duty.		
1.5 The increased fatigue risk for a driver returning from leave is considered in scheduling and rostering of the driver;	Review scheduling policies and procedures to ensure that leave is taken into account when scheduling/rostering.  <b>Note:</b> Owner/Operator – may not be applicable to them.		
1.6 Drivers are to have input into schedules where practicable to ensure trip plans are reasonable;	Ascertain whether drivers have input into schedules, this may be achieved by: <ul style="list-style-type: none"> <li>• approved schedules</li> <li>• toolbox meetings</li> <li>• discussions with drivers</li> </ul>		

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1.7 Schedulers provide sufficient advance pre-trip notification to ensure drivers can comply with legislation; and	Are rosters/schedules being prepared in advance to allow drivers to comply with legislation?		
1.8 Schedules and rosters are planned to be reasonable and achievable under Legislative operating limits.	Verify that schedules and rosters are not planned or extend beyond legislative operating limits.		

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## 2. Fitness for Duty

Drivers are in a fit state to safely perform required duties and meet the specified medical requirements.

### Description

This standard requires that a system be developed to ensure that drivers are in a fit state for work and can perform work duties safely.

Criteria	Assessment Step/Points of Focus	Comments	Compliance Code
2.1 Drivers are certified as being fit to drive a heavy vehicle by a medical practitioner according to the <i>Assessing Fitness to Drive</i> by Austroads (or equivalent document approved by the Australian Transport Council). The examination must include an assessment to detect drivers in the high risk group for sleep disorders. Examinations are to be conducted, as a minimum, once every three years for drivers aged 49 or under, and yearly for drivers aged 50 or over;	<p>Review policies and procedures for driver health requirements, including requirements for operator to 'flag' when medical examinations are due or overdue.</p> <p>Review list of all nominated drivers and conduct random check of medical assessment certificates - <i>Assessing Fitness to Drive</i> by Austroads (or equivalent document approved by the Australian Transport Council).</p>		
2.2 procedures for driver fitness for duty, which address issues of driver health, use of drugs/alcohol, medical condition, well-being and state of fatigue;	<p>Review policies and procedures for driver readiness for duty, this should include:</p> <ul style="list-style-type: none"><li>• drugs and alcohol</li><li>• random drug screening</li></ul>		

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	<ul style="list-style-type: none"> <li>• newsletters (internal)</li> <li>• website (Intranet)</li> <li>• readiness to work (self assessment)</li> <li>• prepared to work</li> </ul> <p><b>Note:</b> Owner/Operator – Access internet for information, medical checks have been conducted (in accordance with requirements)</p>		
2.3 Procedures for drivers to assess their fitness for duty prior to commencing and during work;	Verify that policies and procedures for fitness of duty policy include assessment procedures that drivers can use to ascertain their fitness for duty prior to commencing and during work.		
2.4 Procedures for the drivers to notify the operator if they are unfit for duty due to any lifestyle, health or medical issue both before and during work;	<p>What system does the operator use when drivers are unfit for duty? Verify that there is a procedure for drivers to notify their operators on their fitness to drive.</p> <p>Does the operator encourage and use an open door policy?</p> <p>Does the operator encourage communication with drivers?</p>		

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<p>2.5 Any medical advice for drivers is taken into account when assigning duties; and</p>	<p>Review any medical recommendations and verify that this information is taken into account when assigning duties, these may include:</p> <ul style="list-style-type: none"> <li>• rehabilitation policy procedures</li> <li>• doctors medical recommendations.</li> </ul>		
<p>2.6 Operators with two-up driving operations are to have procedures in place for undertaking two-up driver recruitment and team selection, and that the alternative driver's comfort is optimised while resting in a moving vehicle.</p>	<p>Determine if the operator uses two-up driving operations (check schedules/rosters).</p> <p>Establish if the operator has procedures in place for two-up driver recruitment and team selection.</p> <p>Establish if the alternative driver's comfort is optimised whilst resting in a moving vehicle?</p>		

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### 5. Internal Review

An internal review system is implemented to identify non-compliances and verify that the activities comply with the Basic Fatigue Management standards and the operator's fatigue management system.

#### Description

The internal review process is an essential management tool that checks that procedures are being followed and indicates how the Basic Fatigue Management option is working. Fundamental to the management of the fatigue risk is the capacity of the Basic Fatigue Management option system to assess fatigue risk and to identify, report and investigate incidents of non-compliance with the Basic Fatigue Management Standards and take the necessary corrective action.

Criteria	Assessment Step/Points of Focus	Comments	Compliance Code
5.1 Procedures are in place to define how an internal review program of the Basic Fatigue Management standards is produced, conducted, reported and recorded at least every 12 months and corrective action taken where required;	<p>Review policies and procedures, which should include:</p> <ul style="list-style-type: none"><li>• when the reviews are to take place</li><li>• who is to conduct them</li><li>• how the reviews are to be conducted</li><li>• the checklist of documents to be used for the review.</li></ul> <p>Has the annual review of the entire system and practices within the business been conducted on time and made available to the auditor?</p>		
5.2 internal reviews are undertaken by competent persons not responsible for the activity being reviewed, where practical;	Does the selection of the person conducting the internal review ensure objectivity and impartiality?		

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<p>5.3 Procedures are in place to monitor, identify, report, investigate and record non-compliances and take the necessary corrective action to prevent further occurrences;</p>	<p>Review policies and procedures, including:</p> <ul style="list-style-type: none"> <li>• how non-conformances can be detected</li> <li>• who is responsible for detecting them</li> <li>• who needs to be notified about them</li> <li>• corrective action is taken</li> <li>• timeframes for reporting identified non-conformance</li> <li>• how the responsible person is to document the process to prevent further occurrences.</li> </ul> <p>Review previous internal and external audit reports.</p>		
<p>5.4 Procedures are in place to investigate incidents to determine whether fatigue was a contributing factor; and</p>	<p>Review documentation and records to verify that a procedure is in place. Records may include:</p> <ul style="list-style-type: none"> <li>• incident forms</li> <li>• investigations</li> <li>• police reports</li> <li>• insurance forms</li> <li>• customer complaints</li> <li>• database.</li> </ul>		

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5.5 Records of drivers' work and rest times are regularly reviewed to ensure compliance with the legislated operating limits.	Review policies and procedures for maintaining records.  Verify records, including work diaries, schedules and rosters.		
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