

Blocks, Pavers, Bricks and Turf Deliveries

Introduction

Elite Sand & Soil is committed to providing the best level of service to our customers while trying to meet the needs for the customer. Elite Sand & Soil have created this Transport Delivery Guide to outline the capabilities of our Blocks, Pavers, Bricks and Turf delivery fleet but also assist in answering questions that will help we continue our great service levels.

Putting Safety First

The Safety of all our employees and customers is of the utmost importance to our business. All of our Delivery Drivers have been adequately trained in the safe use and operation of the delivery equipment we use. Completing our deliveries in a safe manner is determined on the site conditions whether that being ground conditions or site conditions. If the driver assesses the job site and determines that there is an unacceptable risk present for the delivery to either people or damage to property/site the driver will have the final decision on whether the delivery will be made. Each delivery is assessed on its own merits and drivers discretion at the time of the delivery. If the previous delivery was completed it will not have any bearing for the current or future deliveries. Site situations or conditions can change hourly. If there are any questions relating to the delivery of our building products, please do not hesitate to contact our Elite Sales Team on 1300 935483 to discuss further.

Chain of Responsibility

If you consign, pack, load or receive goods as part of your business, you could be held legally liable for breaches of the Heavy Vehicle National Law (HVNL) even though you have no direct role in driving or operating a heavy vehicle. In addition, corporate entities, directors, partners and managers are accountable for the actions of people under their control. This is the Chain of Responsibility (COR).

The aim of COR is to make sure everyone in the supply chain shares equal responsibility for ensuring breaches of the HVNL do not occur. Under COR laws, if you are named as a party in the chain of responsibility and you exercise (or have the capability of exercising) control or influence over any transport task, you have a responsibility to ensure the HVNL is complied with. The law recognises that multiple parties may be responsible for offences committed by the drivers and operators of heavy vehicles. A person may be a party in the supply chain in more than one way. For example they may have duties as the employer, the operator and the consigner of goods. Legal liability applies to all parties for their actions or inactions.

Who are the parties in the supply chain?

A person who is a party in the chain of responsibility includes, but is not limited to:

- corporations, partnerships, unincorporated associations or other bodies corporate
- employers and company directors
- prime contractors of drivers
- the operator of a vehicle
- schedulers of goods or passengers for transport in or on a vehicle, and the scheduler of its driver
- consignors/consignees/receivers of the goods for transport
- loaders/unloaders of goods
- Loading managers (the person who supervises loading/unloading, or manages the premises where this occurs).

As consignors/consignees/receivers (Customers/Builders) your responsibility as a consignee is:

As a 'party' in the supply chain, with influence over how and when goods are *received*, a consignee has an ongoing responsibility to prevent breaches of fatigue, and speed laws under the HVNL. As a consignee, you also have an ongoing responsibility to prevent or reduce potential harm or loss (risks) to yourself and others, and to ensure that you don't ask, require or direct activities you know will breach the law.

Under the HVNL, you are generally classified as a consignee of goods when you are intended to receive goods after completion of their road transport. However, this does not include a person who merely unloads the goods. You will usually be named and identified as the consignee in the formal documentation for the road transport of the goods.

A consignee may also include such persons known as a customer, receiver, addressee, collector, payee, etc. You can use the CoR checklist to confirm whether you are classified as a consignor for road transport using a heavy vehicle under the HVNL.

Your key responsibilities as a consignee

Some key responsibilities may include ensuring that:

- your delivery requirements do not require or encourage drivers to: exceed the speed limits
- exceed regulated driving hours
- fail to meet the minimum rest requirements
- Drive while impaired by fatigue.
- Ensure Safe Access and Egress from your sites
- Limit excessive waiting times for drivers while on site.

What are the possible penalties for a breach?

As a consignee, you could be held legally liable for breaches of the HVNL even though you have no direct role in driving or operating a heavy vehicle. If your actions, inactions or demands cause or contribute to an offence, you can be held legally accountable.

Penalties and sanctions can range from formal warnings to court imposed fines and penalties relating to the commercial benefit derived from offences.

By reading this you understand your role in the Chain of Responsibility when ordering your product from us.

Customer Information Basics

By providing accurate information regarding your delivery and local surroundings assist with ensuring we can delivery in an efficient manner. Below are some basic questions that should be considered before placing an order:

Job Address Details

Site Address – Please provide correct clear spelling of the street name and suburb. Also take into consideration lot numbers and street numbers.

Cross Streets/Landmarks/Estate Names – To assist with our delivery drivers finding your jobsite providing nearest cross street will assist greatly especially if your street cross over other roads. Providing landmarks or location information will assist providing drivers with more information to find the jobsite. Estate names are helpful as it will assist the driver to narrow down your jobsite in new areas.

Site Contact – Please provide the name and contact details of the person who is running your jobsite. Our Customer Service Team, Despatch and Driver may need to contact them prior to the delivery being despatch or while the delivery is occurring, so ensuring the contact is correct and is available to take phone calls is important. Also please notify us if the jobsite will be locked so the correct arrangement can be made to arrange access to the jobsite if needed.

Access/Egress on Site – Please ensure you provide our drivers clear access and egress from your jobsite. As our drivers are there to deliver the product and not be labourers to clean the site for delivery

Wet Weather – Please notify our Customer Service Team if your site is suitable for wet weather deliveries. Please be aware that if any mud, dirt and/or debris are brought onto the road due to the acceptance of a delivery then it is your responsibility to clean the road. Any subsequent fines from local councils will not be covered by Austral Bricks NSW.

Delivery of Product

When placing an order please provide clear instructions on the placement of our products. Examples of Clear Instructions are:

- “Place bricks in Driveway”
- “Place half bricks in front of job and half in back of job”
- “Place Bricks in front of sign on LHS of job”
- “Spread around site”

By providing this information this will also help us determine the best truck for your jobsite.

Site Access and Obstructions

Obstructions: To ensure we are able to deliver your product to your desired location, please ensure the path to this area is clear of all obstructions. Examples of some obstructions that may block access are: frames and trusses on ground, other building materials, sand, Site Toilets, Scaffolding, Open Trenches, Trees, Exposed plumbing, Low Hanging Powerlines, Phone and Internet Cables, Lack of space on jobsite.

Site Fencing/Environmental Barriers – Site Fencing will not be removed from our drivers. Please ensure that you have correct access to our site for the deliver to be occurred. If site fencing is required to be moved, you will need to be onsite for this function to be completed. If you are not present onsite, the bricks will be dropped in an alternate location or if unable to be delivered they will be returned.

Council Kerbs/Driveways/Footpaths – Delivering our building products can require our vehicles or unloading equipment to drive over council kerbs/driveways or footpaths. Elite Sand & Soil cannot accept the risk of any claims against damages arising from routine delivery over council kerbs/driveways or footpaths. As a result, the customer will be asked to sign the tablet/paperwork as a delivery docket with our terms and conditions of delivery.

Room on Site – When placing an order our Customer Service Team will confirm the amount ordered for the delivery. Please ensure you have enough room onsite to accept the building products. Our products will only be single height stacked on jobsites. Double stacking on jobsites will not occur due to WHS Requirements.

Damp/Muddy Sites – Our Delivery Drivers will not deliver onto a muddy site without prior approval from the customer. The customer will need to be present to sign the docket and clean the mud off the road. Drivers will always try to ensure the mud is kept to a minimum.

First Floor Slab Lifts – Elite Sand & Soil delivery trucks will always attempt to accommodate and meet its customer's requirements. Certain precautions are required to maintain the safety of all its customers, drivers and general public. Each delivery will be on its own merit and the **Driver** will make an assessment when they arrive on site to see suitability. There are no guarantees from any party that a First Floor Slab will be completed. It is dependent on the Risk Assessment the driver will complete when they arrive on the building site.

The following conditions will need to be met as well:

1. Engineering Certificate or Builder / Supervisor Sign off

- Prior to the delivery the builder/ customer must supply engineering information or similar information stating the slabs load bearing capabilities will hold the weight of the product being delivered.
- Despatch to place comment on docket **"lifting ok"** Should an engineering certificate not be submitted prior to the delivery, site supervisor or his representative needs to sign the docket and add the comment

Should both engineering details or site supervision not be on site at the time of delivery, the load will be simply placed on ground level

2. Truck Positioning and Maximum Height

- Trucks must be able to access a suitable position adjacent to the slab defined by the driver.
- In some cases traffic control will be required should the truck need to access the slab from any part of the roadway. This will need to be arranged by the customer.

1st floor slab unloading will only be done to a maximum of 4 meters from ground level, not 4 meters above the truck deck.

3. Underground Services

- Site supervisor or their representative are to ensure trucks are not parked over any underground pipe work such as water, gas, electricity, drainage, etc. This is to avoid outriggers suddenly becoming submerged in loose or soft ground which may damage these items.

4. Outriggers

- Require sufficient clearance where both outriggers can adequately extend into position.

5. Free From Scaffolding

- Packs will not be lifted through, over or placed on any type of scaffolding or work platforms.

6. Power lines

- All crane manoeuvres have to maintain a 3 metre clearance from any overhead power lines as defined by Workcover legislation

7. Clear Vision of Surface or Landing

- The driver requires clear vision of the landing or surface where he is placing packs down on. He cannot unload or lower packs where his direct sight is blocked or impeded by any object such as walls, bunds, balcony lips or balconies, etc

8. Pallet Jacks

- The driver will only unload product on a first floor slab where a pallet jack is available to spread packs around the slab. This will ensure the weight of the product is evenly spread and maintained over the total surface area of the slab, rather than in one specific area or zone.

9. Previous Delivery Lift

- Each delivery is assessed on its own merits and drivers discretion at the time of the delivery. If the previous delivery was lifted onto the slab it will not have any bearing on the current or future deliveries.
- Site situations or conditions can change hourly. **Each delivery** will need to be re-assessed by the driver prior to unloading onto the slab.

10. Conclusion

- Ultimately the driver makes the final decision to proceed to unload the bricks on the slab after his completed his assessment of the area.
- If the unloading is deemed to be **SAFE** then unloading can occur.
- If the unloading is deemed **UNSAFE**, due to the hazard stopping the driver from unloading onto the slab.
- If the hazard cannot be removed, the only option left is to only unload on the ground.
- Should the customer not agree and isn't satisfied with the drivers assessment decision, the driver to contact despatch and advise them of the situation. A decision will be made to either unload in a different location on the site or the load returned back to the yard.

Each delivery is assessed on its own merits and drivers discretion at the time of the delivery. If the previous delivery was lifted onto the slab it will not have any bearing on the current or future deliveries.

Parking at/or On Site

Our Delivery Trucks are quite large in size, and require considerable space to ensure they are able to access your jobsite safely. Below are some considerations that need to be taken into account when ordering jobsites:

- Our Truck and Trailers are 19m in length (Approximately 6 Car Lengths in distance). Due to this length they require a large turning circle. Our Single Trucks are 9m in length (approximately 3 car lengths).
- Our Trucks need to park in a safe place to ensure they can unload in safe manner. Our Delivery Trucks will always require one lane to park for unloading (i.e. Kerbside Parking). When a forklift is used to be unloaded it will require an additional lane unless a one-side offload is requested. If a one side offload is requested access must be given to the truck on the kerbside to pick the products off the truck.
- Our Trucks will not **DOUBLE PARK** to unload our products. You must ensure they have sufficient room to park.

Traffic blocking kerbside parking for the truck to unload. The Vehicles will need to be moved to allow the vehicle to park.

When ordering you need to assess to see if your street is narrow, will the truck be able to drive down and will any vehicles in the street block the vehicle from travelling down the road.

Is your Street a Dead End?

If it is, you will need to think will the truck have to reverse into the street or out. Will traffic be blocked while this occurs? If it does licenced traffic control will need to be organised before the truck arrives.

Our Delivery Drivers will not unload in any parking restriction areas unless we receive exemptions from councils for unloading. Parking Restrictions include:

- No Stopping Zones
- No Parking Zones
- Pedestrian Crossings (Including School Zones)
- Intersections whether Traffic Lights are present or not
- Clearways
- School Zones
- Blocking Marked Double Lines.
- Bus Zones

Traffic Control

For any delivery where the flow of traffic will be disrupted by either obstructing or completely blocking due to the delivery, Traffic Control will need to be provided. Providing Traffic Control is the responsibility of the Customer/Builder to provide. The traffic control must be completed by ticketed people and be authorised by the Roads and Maritime Authority.

Elite Fleet Specifications

We have many different combinations of vehicle between Crane Trucks and Forklift Trucks between Single, Truck and Trailer, Semi Trailer. Please see below for specifications of our trucks:

Crane Trucks

Single Crane Truck

Length – 10m

Width – 3m

For standard extruded bricks these trucks will be able to take 10 packs of bricks, for heavier products load size will vary. Please confirm with our Elite Sales Team for more information

Truck and Trailer Crane

Length – 19m

Width – 3m

For standard extruded bricks these trucks will be able to take 20 packs of bricks, for heavier products load size will vary. Please confirm with our Elite Sales Team for more information. Crane Trucks will require an additional 1 metre to allow for the gates to be lowered to enable them to unload. Approximate reach of our crane trucks is 8m from the base of the crane. This can vary between our trucks in the fleet. If you require a long reach crane, please specify when placing the order. All cranes must be able to extend their stabilizer legs. Fully extended is 2m. The ground beneath must be firm enough to support the stabilizer to unload. If the ground is unstable the stabilizer leg can sink potentially causing the truck to roll. The operator must be able to see where they are placing the product Drivers must keep at least 3m minimum from powerlines at all times.

Forklift Trucks (Special Orders)

Truck Only

Length – 10m

Width – 3m

For standard extruded bricks these trucks will be able to take 10 packs of bricks, for heavier products load size will vary. Please confirm with our Elite Sales Team for more information

Semi Trailers (Special Orders)

Length – 19m

Width – 3m

For standard extruded bricks these trucks will be able to take 20 packs of bricks, for heavier products load size will vary. Please confirm with our Elite Sales Team for more information

Truck and Dog (Special Orders)

Length – 19m

Width – 3m

For standard extruded bricks these trucks will be able to take 20 packs of bricks, for heavier products load size will vary. Please confirm with our Elite Sales Team for more information

Forklift Size (Special Orders)

The 3 Wheeled Moffet/Manitou/Loadmac Forklifts in our fleet are not all terrain forklifts.

- They require minimum 2.8m -3m width and 3m in height due to the masts.
- Our forklifts unloaded are 2.6 tonne in weight and minimum 3.8 tonne with a single pack on.
- The Forklifts cannot travel on uneven terrain more than 45 degrees as this can cause the forklift to tip over.
- Minimum 3m in Height
- Minimum 2.8m in width
- Please ensure access to the site is clear of all obstructions such as frames, trusses, toilets, trees, open trenches, exposed plumbing, other building materials. This will ensure we are able to place the bricks where you would like with minimal issues.

Delivery Times

We deliver between 7am and 6pm (dependent on sun light); however our deliveries can be delayed by issues outside of our control. Below is a guide for our delivery times:

1st Load – 7am to 10am – These are usually for full truck loads, however if there is a special requirements like “meeting a crane onsite” or “meeting traffic control” please let us know so we can arrange our deliveries to suit.

2nd Load – 10am to 1pm

3rd Load – 1pm to 5pm

Returns

If a product needs to be returned from site due to no fault of our own, you will be charged return cartage for the delivery.

Cancellation of Deliveries

It is the builder’s/customer’s responsibility to cancel an ordered delivered. When a delivery is cancelled we will provide you with a cancellation number. This must be retained and used for any correspondence for a cancelled delivery.

There is a heightened cause of cancellations when there is wet weather. We are unable to predict weather conditions and site condition due to wet weather. It is your responsibility to assess your site if it is suitable for deliveries.

Please take into consideration that first load deliveries are pre-loaded the afternoon prior or loaded as early as 5am to ensure they are onsite by 7am. If you require a first load to be cancelled notifying us as early as possible. If the truck has been loaded and left the yard you will be charged return cartage for the delivery. For all other deliveries please notify us as early as possible to ensure your delivery is not loaded and impeding other deliveries. If the truck has been loaded and is required to be returned you will be charged return cartage.