



DELIVERY DRIVER & VISITOR GUIDELINES BRISBANE

VISITOR & DRIVER SAFETY:

Warehouse hours are 7.30 am to 2.30pm Monday to Friday.

- All Drivers & Visitors arrive at ACIT Brisbane and park safely.
- All Drivers & Visitors to ACIT Brisbane walk into Reception and sign in.
- All Drivers are to wear High Visibility Clothing & Safety Footwear.
- All Drivers will Conduct themselves in an appropriate manner at all times.
- All Drivers are to adhere to the Speed limits imposed (10km/h) at all times.
- All Vehicle Drivers are then instructed to talk to the ACIT Warehouse Supervisor to find out if their load is ready and what dock to back onto or if small vehicle, side load where to park.
- If the allocated dock door is available, the driver is instructed to back their vehicle safely onto the dock.
- All Drivers are then escorted to the dock that their vehicle is parked on.
- The Warehouse Supervisor will open the dock door, unhook safety chain, lift the Tieman dock ramp into the truck (This is an electric ramp).
- Failure to comply with safety protocols and engaging in unsafe practices will result in a delivery being refused or terminated. Further action may also be taken.
- Warehouse hours are 7.30 am to 2.30pm Monday to Friday. Deliveries outside these hours are to be by Appointment ONLY. Any deliveries outside these hours will be rejected.
- ACIT staff will temperature check the load in accordance with our HACCP regulations.

In the event of a load not reaching temperature a supervisor is to be called to check, Photos taken and noted on the drivers connote. QA Manager will be notified and will issue a CIN (Continuous improvement note) to the Supplier & Transport Company. Non response to a CIN in the required time frame, or excessive CINS issued to a transport company, could result in refusal to deliver to an ACIT facility.

ACIT has the right to reject a delivery if it doesn't meet temp or the product has been temperature abused



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UNLOADING VEHICLES:

- Warehouse hours are 7.30 am to 2.30pm Monday to Friday. Deliveries outside these hours are to be by negotiation ONLY. Any deliveries outside these hours will be rejected.
- ACIT has the right to REJECT a delivery if the vehicle doesn't meet specifications in order for our staff to safely unload.
 1. Rear loaded vehicle that meets standard dock dimensions: (Door width 2115mm, Height from ground to the dock floor 1200mm)
 2. Minimum internal vehicle height of 2200mm from floor to top of door.
 3. Vehicles able to be unloaded with powered equipment from the rear.

UNDER NO CIRCUMSTANCE WILL ACIT UNLOAD A VEHICLE WITH MANUAL EQUIPMENT. THE DRIVER IS WELCOME TO USE HIS MANUAL EQUIPMENT TO BRING THE PALLET TO THE REAR OF THE VEHICLE TO SAFELY UNLOAD WITH THE CORRECT EQUIPMENT.
 4. Vehicles not suitable to unload on a dock will be accepted (Small vehicles, Side load)

only if the pallet can be safely unloaded with powered equipment.
 5. Vehicles not suitable to unload on a dock and are rear unload and can be safely unloaded outside that need pallets pulled to the rear of the vehicle.

MUST AGREE FIRST THAT ACIT STAFF ARE NOT RESPONSIBLE FOR ANY DAMAGE TO (THE STOCK, PALLET AND VEHICLE) BEFORE THIS WILL HAPPEN. ACIT STAFF CAN REFUSE TO PERFORM SUCH A TASK IF THEY DEEM THEIR OR OTHERS SAFETY IS AT RISK.
- Goods must be palletised on a standard AU sized wooden pallets, Plastic pallets to be negotiated with individual customer ACIT will not transfer plastic pallets
- Only pallets which are in good condition will be accepted and goods delivered on substandard pallets will be rejected. ACIT Staff will not repack pallets under any circumstance, the truck driver is welcome to repack pallet and rewrap pallet to avoid rejection.



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- Maximum weight on a pallet is 1000kg- including wooden pallet (Total Pallet weight).
- Pallets must be a standard height of 1200mm. Oversized pallets to be negotiated max 1800mm but must be broken down to 1200mm at customers expense.
- Goods should be shrink wrapped onto the actual pallet to improve overall stability & safety.
- ACIT staff will be unloading either a commercial vehicle or one trailer or in the case of a B double 2 trailers.
- The Warehouse Supervisor will direct an ACIT warehouse staff member to unload the vehicle as per paperwork.
- The driver is responsible for removing bars, boards, pogo sticks, freezer pads into position.
- The ACIT Warehouse staff member will move the stock into the freezer to be checked and put away in the racking.
- Upon the truck being fully unloaded the Warehouse Supervisor or warehouse staff member will check & confirm truck is empty, secure the safety Chain, close the Tieman dock ramp, Close the dock door.
- The driver will then get escorted back to the reception office to get his paperwork signed & sign out on exiting the facility.

LOADING VEHICLES:

- Warehouse hours are 7.30 am to 2.30pm Monday to Friday. Vehicles arriving outside these hours is to be by negotiation ONLY. Any vehicle arriving outside these hours will be rejected.
- ACIT has the right to reject to load a vehicle that doesn't meet specifications in order for our staff to safely unload.
 6. Rear loaded vehicles that don't meet standard dock dimensions: (Door width 2115mm, Height from ground to the dock floor 1200mm)
 7. Minimum internal vehicle height of 2200mm from floor to top of door.
 8. Vehicles able to be loaded with powered equipment from the rear.

UNDER NO CIRCUMSTANCE WILL ACIT LOAD A TRUCK WITH MANUAL EQUIPMENT. THE DRIVER IS WELCOME TO USE HIS MANUAL EQUIPMENT TO BRING THE PALLET TO THE FRONT OF THE TRUCK FROM THE REAR TO SAFELY LOAD WITH THE CORRECT EQUIPMENT.
 9. Vehicles not suitable to loaded on a dock will be accepted (Small vehicles, Side load)

only if the pallet can be safely loaded with powered equipment.
 10. Vehicles not suitable to load on a dock and are rear loading and can be safely loaded outside that need pallets pushed to the front of the vehicle.



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MUST AGREE FIRST THAT ACIT STAFF ARE NOT RESPONSIBLE FOR ANY DAMAGE TO (THE STOCK, PALLET AND VEHICLE) BEFORE THIS WILL HAPPEN. ACIT STAFF CAN REFUSE TO PERFORM SUCH A TASK IF THEY DEEM THEIR OR OTHERS SAFETY IS AT RISK

- ACIT staff will be Loading either a commercial vehicle or one trailer or in the case of a B double 2 trailers.
- The Warehouse Supervisor will direct an ACIT Warehouse staff member will load the vehicle as per paperwork.
- The Driver is responsible for putting bars, boards, pogo sticks, and freezer pads into position.
- The ACIT warehouse staff member will move the stock from the freezer onto the vehicle in order and check off paperwork.
- The Driver will work with the ACIT warehouse staff member on when to put bars, boards, and pogo sticks to secure the load safely.
- Upon loading the vehicle the Warehouse Supervisor or warehouse staff member will secure the safety chain, close the tieman dock ramp, and close the dock door.
- When the vehicle is loaded the driver will sign all paperwork and take a copy with him.
- The Driver will close the commercial vehicle or trailer doors and set the fridge unit set temp and turn on the refrigeration for the commercial vehicle or trailer or trailers if a B Double is used.