



Ailort Pty Ltd atf The Cordwell Family Trust

Phone 54467204 **ABN** - 43 097 307 656

Cordwells Concrete * Cordwells Haulage * QCTesting *

Cordwells Maintenance * Cordwells Training Centre *

Cordwell Resources **ABN** - 22 066 294 773

Safe Delivery Guidelines

Please take some time and read over the potential site hazards to be considered and how you can help control these.

At the time of ordering, all hazards and delivery instructions must be identified by you and hazard controls put in place, as far as reasonably practical, before the day of delivery. Please let our friendly reception staff know of these hazards, e.g. Required to reverse in the driveway as the room is restricted from turning around. *You will find more hazards and controls on page 2.*

These guidelines help make every delivery a safe one. We will provide as much assistance as we can throughout the delivery process and have offered example suggestions in this document.

We ask you please provide us with a sufficient notification time when conditions or any changes occur that might induce new risks and impact the delivery of the products.

Safe ordering tips provided by Company and Drivers

- We are more than happy to arrange for us to inspect your site before the delivery day to help assess the site for you.
- Cordwells will ask and expect you, as the recipient, to notify us of any potential hazards, either travelling to the site or on your site, that we need to be aware of to plan a safe travel plan and delivery on site. *Potential hazards and possible controls on page 2.*
- Cordwells drivers, when arriving onsite may identify unforeseen hazards not detected by the customer at the time of ordering or that may have presented on the day of delivery. Our drivers will kindly advise you of any unloading safety issues they identify. If a driver cannot find a way to control the hazard, they identify they will phone company management for instructions.
- We reserve the right to decide if the site isn't safe for our drivers to access.
- You can find information on property damage and responsibilities in our terms and conditions.



Ailort Pty Ltd atf The Cordwell Family Trust

Phone 54467204 **ABN** - 43 097 307 656

Cordwells Concrete * Cordwells Haulage * QCTesting *

Cordwells Maintenance * Cordwells Training Centre *

Cordwell Resources **ABN** - 22 066 294 773

Safe Ordering tips for Customers

Recipients of deliveries should provide an area for delivery that is safe, as far as reasonably practical.

- There are many potential hazards that, if not controlled, can cause injury, damage, or delays.
- You are expected to responsibly provide hazard information to Cordwells and take practical precautions to ensure a safe delivery.
- To help ensure your delivery is on time and carried out safely, you are encouraged to understand Cordwells safe delivery procedure and consider any site hazards at an early stage before delivery to avoid problems at site on the day of delivery.
- Full cooperation between all parties involved in the supply process, e.g. Advise Cordwells about project induction programs necessary for our staff.

Hazards to alert us of could include but are not limited to:

Travelling to site	On Site
Bridge height/ weight restrictions – Tell us the better alternative route of travel	No work will be done within a 3m exclusion zone of overhead power lines/ poles or exposed underground power lines. Arrange for an alternate loading/unloading site or de-energize the lines. Alternatively, organize a qualified spotter/ safety observer* to guide the truck within this zone for the day of delivery.
Steep route to your address – Advise us a safer alternative travel route	Steep driveway – load size in truck may have to be reduced to make travel safe
Traffic - Traffic controllers needed	Competing trades onsite/ traffic/ pedestrians - Traffic controller/ site supervisor
Visibility – good directions given	Ground conditions level and stable – load of road base may be needed to compact
Site identification – clearly signed, instructions given	Location of trenches/ pits / drains/ septic tanks/ underground water tanks – any no go zones – should be clearly marked. Safety protection/ barriers are to be supplied by customers.
Access – reversing in driveway is a requirement	Tight access on site – spotter required, mini mix, pumping, use of barrow
UHF channel for communication on site	Low tree branches – need to be trimmed

Hazards outside of our control – Traffic causing delays

* We require to site an Energex Safety Advice form to perform works with an exclusion zone.

For more information on exclusion zone requirements refer to the following link:

<https://www.energex.com.au/home/safety/working-near-powerlines/exclusion-zones-and-safety-legislation>

For more information on obtaining a Safety Advice Form, refer to the following link:

<https://www.energex.com.au/home/safety/working-near-powerlines/safety-advice>

<https://www.energex.com.au/about-us/contact-us/frequently-asked-questions/safety-advice>

To organize a qualified spotter refer to the following link/s:

<https://sstc.net.au/electrical-spotter/>



Ailort Pty Ltd atf The Cordwell Family Trust

Phone 54467204 **ABN** - 43 097 307 656

Cordwells Concrete * Cordwells Haulage * QCTesting *

Cordwells Maintenance * Cordwells Training Centre *

Cordwell Resources **ABN** - 22 066 294 773

Larger Projects - Additional Information

- For larger jobs – a site plan or sketch showing the best route to the site, site parking, reception location, route to take through the site, location of (un)loading area, location of any no-go zones (eg. Trenches, pits and underground tanks) and a safe area to wash down all would be of great benefit to provide us with.
- The delivery docket (the last docket for a job site with multiple loads) must be signed by the person on site.

- Aggressive, confrontational, and harassing behaviour is not allowed. Don't use language or make gestures that could be disrespectful or threatening. It may be a good idea to stay away from personal topics that can potentially be divisive, like religion and political beliefs.
- We all deserve to be treated with courtesy and respect. That's our commitment to you.