

1.0 Purpose

- 1.1 To outline to the contract carrier their responsibilities when carrying goods for and on behalf of Redox.

2.0 Scope

- 2.1 This procedure applies to all contract carriers who handle/deliver goods for and on behalf of Redox with the exception of container cartage.

3.0 References

- 3.1 NZS5433.2007 – Transportation of Dangerous Goods on Land (NZ)
3.2 Federal Office of Road Safety – Load Restraint Guide
3.3 Australian Dangerous Goods Code 7th Edition
3.4 Procedure 1428 – Bonded Spirits
3.5 Procedure 3505 – Pallets

4.0 Definitions

- 4.1 Carrier – where reference is made to a Carrier, it is to mean all Redox contractors including sub-contractors unless otherwise stated in this procedure.
- 4.2 Redox – refers to Redox Pty Limited in all instances throughout this procedure.
- 4.3 MSDS – Material Safety Data Sheet. Document issued to give advice concerning the safe handling of chemical products.
- 4.4 EPG – Emergency Procedure Guide. Document issued for providing information on the correct procedure to be followed in case of an emergency involving the transport of Dangerous Goods. Included is advice on the correct sequence of actions following a chemical spill or fire.
- 4.5 LOAD RESTRAINT GUIDE – Guidelines for safe carriage of loads on road vehicles issued by the Department of Transport Federal Office of Road Safety (Australia) and the Land Safety Transport Association (NZ).
- 4.6 DANGEROUS GOODS – INITIAL EMERGENCY RESPONSE GUIDE – This handbook is to provide immediate general information and advice to persons handling dangerous goods in emergency situations.
- 4.7 DELIVERY DOCKET – Refers to Transfer Docket, Pick-up Docket or Delivery Receipt, Goods Return Docket.
- 4.8 EMERGENCY NUMBERS – Redox Emergency Advisory Service and Emergency Response free 24/7 number via Chemcall is;
- a) New Zealand 0800 243 622
 - b) Australia 1800 127 406
- 4.9 QUANTITY / VOLUME OF BUSINESS – Redox requires/utilises a variety of Logistics Contractors and utilises firms that have submitted

competitive quotations to provide services at the agreed levels. The quantity/volume of business allocated to each contractor is affected by the type and number of contracts secured by

Redox and the competitiveness of each contractor. Any agreements that are entered into are of a non-exclusive nature.

- 4.10 SAFETY CLOTHING – a fluorescent shirt or safety vest. A safety shirt or vest must be worn at all times when entering a Redox-operated warehouse or contract warehouse for collection or delivery of goods.

5.0 Procedure

5.1 Responsibilities and Authority

It is the responsibility of the Distribution Manager to ensure this procedure is kept up to date and in line with the respective legislation. The Distribution Manager has authority to ensure all transport contractor are informed of the changes to this procedure where necessary. The Carrier will be authorised to transport product on behalf of Redox when instructed to do so by means of a company delivery docket. All other instructions will be in accordance with this procedure. Delivery of Redox product implies that you agree to the standards outlined in this procedure.

5.2 Freight Quotations

All carriers are to have current freight quotations in place for them to be able to carry Redox goods. These quotations can be received by fax, email or post and are to include a validity date on company letterhead. Redox will assume all rates are valid unless notified in writing to Redox Head Office Logistics department, Sydney, by the carrier to the contrary. Any adjustments to the quotes must also be received in writing and accepted as a quotation of services.

Sub-contractors working for Redox on an hourly rate basis will negotiate the fee payable at the beginning of each financial year, agreement by both parties must be made before a contract will be entered into for the coming year. Failure to come to terms will see a parting in the contracting relationship.

5.3 Pick-Up Notice (Non-Local)

Redox will allow 24 hours from the time a pick-up is arranged (either written or verbal) until the goods are collected. If this time frame cannot be met, please inform Redox. No pick-up or delivery is to be made without official Redox paperwork. The carrier will ensure that the goods loaded on the vehicle match the description, quantity and condition as detailed on the delivery docket.

Sub-contractors will be notified the day prior if they are needed to deliver the next day.

5.4 Pick Up Notice (Local)

The cut off time for notice for local metropolitan distribution is 3:00pm for next day delivery. Allowances will be given to:

- a) Special Deliveries that print after 3:00pm after consultation with the Redox Pty Limited Transport Contractor or carrier
- b) Ensure the vehicles are loaded to the fullest capacity but not over-committed.

The carrier must ensure that the vehicle is not over loaded and is unable to complete all deliveries. If the vehicle is running late or held up doing the deliveries, the driver must ensure that the deliveries that need to be delivered on that day are given priority.

Any delivery that is not made, the goods are to be returned to the despatching warehouse that same day. The Transport Coordinator is to be notified prior to the vehicle returning that day with the deliveries not made to ensure arrangements can be made for next day delivery and to ensure warehouse staff are available to unload the vehicle on arrival back at the warehouse.

5.5 Local Contract Drivers

Local contractor drivers will be issued with work for that day by the Transport Coordinator along with a run sheet. The local transport contractor is under the supervision of the Store Manager for that branch. The Road/Rail Freight Officer is responsible for negotiating rates from local contract drivers.

The Transport Coordinator must approve the freight invoices of local contract drivers by checking the run sheets, stamping the invoice with the credit stamp and on forwarding for payment to the Accounts Clerk. If there is a discrepancy on the invoice the Transport Coordinator must notify the Road/Rail Freight Officer for checking. Once checked and all is in order the invoice can be sent to Accounts for payment.

5.6 Transit Time

Any freight quotations received are required to include the transit time from the point of pick-up to the place of delivery. This is not applicable to sub-contractors making deliveries or pick-ups within the local distribution areas.

5.7 Damage

The carrier is responsible for inspecting the product prior to loading and must refuse to take delivery of any damaged product unless so authorised in writing. The carrier must sign a clean receipt only if the product is in good order and condition. The carrier is responsible for the value of any damage or loss that occurs whilst in their possession.

The carrier must immediately consider the delivery temporarily suspended and notify Redox by phone if damage occurs or becomes evident and request further instructions.

The carrier must take every possible action to ensure that the goods in their possession are protected from damage, this is to include:

- a) Cover the load to protect from rain, hail or snow.
- b) Tie down the product to avoid movement on the vehicle in accordance with the Load Restraint Guide.
- c) Ensure correct segregation of product as per the Australian Dangerous Goods Code issued by the Federal Office of Road Safety (Australia) or Commercial Road Transport ITO (NZ).
- d) Gates are on the vehicle to suitably contain the load.

5.8 Bonded Spirits

Any carrier selected or requested to pick up and deliver from a Redox warehouse products classified as "bonded spirits" is required to be approved by completing the Bonded spirits approval for Transport Contractors form (Form 21193) and also complete the section on the Delivery docket called Bonded spirits which is stamped by the Transport Coordinator which requires the Transport Coordinator to sight the carrier driver licence prior to being loaded (refer Procedure 1428). If this is not done the vehicle will not be loaded with products classified as "bonded spirit".

5.9 Delivery

It is the carriers' responsibility to ensure that the drivers carrying out the deliveries on their behalf are trained, appropriately licensed and obey this procedure and the rules of the road at all times, including any special delivery instructions mentioned on the delivery docket. This could be:

- a) a nominated delivery time
- b) special location within the delivery site
- c) request for a special type of vehicle to complete the delivery

If no safety shirt or vest is worn the carrier will be turned away. This is a requirement of Redox OH&S Standards.

If any request cannot be met please immediately contact the Redox Transport Coordinator for further instructions before proceeding to the next delivery.

5.10 Emergency Procedure

In the event of spillage or fire:

- a) If the product is dangerous the contract carrier should refer to the Emergency Procedure Guide or Dangerous Goods – Initial Emergency Response Guide.
- b) The contract carrier should immediately contact the Police or Fire Brigade, and also contact Redox (Australia) 02 9733-3000, (Auckland) 64-9-273-2777, (Christchurch) 64-3-357-8360 or Redox Emergency Response free call 24/7 number via Chemcall on the following numbers:
 - i) New Zealand 0800 243 622
 - ii) Australia 1800 127 406
- c) Isolate the spill or leak area immediately for at least 25m in all directions. d. Keep unauthorised persons away. e. If safe to do so, stop or stem the leakage of the product.

5.11 Unload Vehicle

Unloading of the vehicle should not take place until:

- a) The driver has ensured that both the name on the building and street address is the same as that on the delivery/transfer docket.
- b) The driver is satisfied that proper arrangements can be made relating to the exchange or transfer of pallets (if applicable)
- c) In the case of a C.O.D delivery it can only be affected if the carrier prior to leaving the customers site collects cash/cheque for the amount displayed on the delivery docket. The cash/cheque(s) are to be delivered to Redox direct to the Store Manager, or equivalent in person upon return. If the customer does not have the cheque available immediately contact the Redox Store Manager for further instructions.

It is the responsibility of the driver to ensure that all cheques and monies are accounted for when returning to the Redox site. Failure to account for either cheques or money will result in the carrier being charged for the missing amounts.

5.12 Obtaining Receipt

The carrier will ensure that a clean receipt/signature is secured from the consignee on delivery and the delivery docket is handed to the receiver of the delivery. If a clean receipt/signature is not secured the carrier is to immediately contact the Store Manager or equivalent for further instructions.

5.13 Pallets

When a pick-up is arranged and the pallets used are hire pallets, the carrier will either exchange the same quantity of the same type as loaded onto the vehicle or if no exchange takes place a transfer hire docket is raised to transfer the required quantity onto the carriers pallet hire account. It is the responsibility of the carrier to obtain these pallets back from the consignee. This also refers to Redox-operated warehouses. If exchange pallets are not available and the carrier does not have a hire account, the Redox Transport Coordinator is to be immediately advised to determine the next course of action.

5.14 Consignee Wishing to Return Goods

No products/goods can be returned from a customer without official Redox paperwork (Goods Return Docket).

5.15 Proof of Delivery

Proof of delivery is to be returned to the Redox office or contract warehouse where the delivery was despatched from within 24hrs with a signature from the consignee. The Proof of Delivery can be delivered either by fax, or the originals are to be mailed to the address of the warehouse from which the goods were picked up.

5.16 Ibc Movements

When delivering or returning empty IBC's from our customers back to store Redox requires the IBC identification number be added to all paperwork including the Redox reference number for identification and future referencing/invoicing.

5.17 Invoicing – Bill/Statement

The carriers invoice is to be received 7 days after the delivery has been made and MUST include the Redox reference numbers on the invoice referring to the work completed. Statements are to be received at the end of each trading month. Redox will make payment 30 days from month end.

For Sub-contractors working out of Sydney Store, monthly statements are to be received within 7 days from month end and will be paid as outlined in the Contractors Agreement.

5.18 Claims

Redox will forward a claim to the contract carrier if Redox goods are lost or damaged whilst in their transit. The carrier will settle all reasonable claims promptly.

5.19 Insurance

The carrier will have insurance policies for the following:

- a) Obtain and maintain a public liability insurance policy including dangerous goods for an amount not less than \$10,000,000.00AUD in respect of any liability for any single event incurred by the contractor and any other driver in the performance of work for Redox.

- b) Obtain and maintain comprehensive motor vehicle insurance over the vehicles being used in cover for an amount of \$10,000,000.00AUD for third party property damage in respect of any one accident. Redox shall not be liable to the carrier for any loss or damage suffered by any third party however caused or arising. The contractor hereby agrees to indemnify Redox against any loss or damage including without limitation, personal injury (including death) or any damage of any property arising out of any act or omission by the contractor.
- c) Obtain and maintain goods in transit insurance for not less than \$100,000.00AUD in respect of any products, which the contractor carries at the request of Redox or on behalf of Redox from time to time.
- d) Take out and maintain at all times a Worker's Compensation Insurance policy to cover any driver with the extension unlimited in amount indemnifying the carrier and Redox against their respective liabilities at common law to the driver. Whenever the driver of the vehicle is or is deemed to be for the purposes of the Worker's Compensation Act an employee of the contractor.
- e) Produce for inspection by Redox a copy of all certificates of currency for insurance policies required to be affected by the contractor under this agreement.
- f) Ensure that each such policy includes an indemnity of Redox for any action of the Carrier to which the policy applies.
- g) The Carrier shall immediately report any accident to the Store Manager of the relevant Redox site and attend to any legal requirements at the scene of the accident.

5.20 Closed-Sided Vehicles

Closed-sided vehicles will not be loaded unless the said vehicle is equipped with an operating jack.

Unloading of closed-sided vehicles by means of other than a pallet jack, forklift or by hand unloading is prohibited. Under no circumstances is the use of a sling permitted as an aid in unloading the vehicle.

All carriers must ensure any on forwarding agents or subcontractors they use also comply with the above.

5.21 Confidentiality Agreement

Redox requires each and every aspect of the dealing with this agreement to remain confidential at all times, including but not limited to the following:

- a) details of any stock which the carrier handles on Redox's behalf
- b) the identity and requirements of Redox's customer
- c) Details of deliveries and/or pick-ups
- d) The above mentioned matters and any communications relating thereto.

The above (confidential information) must not be divulged to any other party without Redox's prior written consent. The restrictions bind the contractor, sub-contractor or any other agent acting on the agreements behalf during the terms of the agreement and for at least 12 months thereafter.

In the event this term is breached Redox reserves that right to unilaterally terminate this agreement, and in that event, Redox will hold the carrier responsible for any loss and/or damage incurred as a consequence of such a breach.

6.0 Documentation

- 6.1 Form 2104 – Store Report (Transfers)
- 6.2 Form 2113 – Store Report
- 6.3 Form 2119 – Delivery Docket
- 6.4 Form 2120 – Delivery Receipt
- 6.5 Form 2157 – Transfer Docket
- 6.6 Form 2158 – Transfer Receipt
- 6.7 Form 2133 – Goods Return Docket

7.0 Procedure Responsibility

- 7.1 Refer Review/Approval Status.

8.0 Summary of Changes

- 8.1 07.09.99 Initial issue.
- 8.2 06.02.02 Complete Revision of most Sections.
- 8.3 21.05.02 Added ref to fax, e-mail or post in section 5.2.
- 8.4 23.07.02 Added 3.3, 4.5, 4.6, part 4 of 5.6, 5.18, removed 5.5 & 5.6.4 updated most sections.
- 8.5 19.05.03 Added 5.14 para 2, other minor edits.
- 8.6 03.06.03 Added 4.7 re safety clothing.
- 8.7 01.09.03 Review of most sections.
- 8.8 30.08.04 Added to 5.3. Amended 5.4 last para. Added Road/Rail Freight Officer in 5.6 last para. Renumbered from 5.3–5.18.
- 8.9 14.09.05 Added section 5.5; renumbered from 5.5–5.19.
- 8.10 08.05.07 Various amendments throughout procedure and removed revisions from section 8.0.
- 8.11 06.01.07 Amended 4.10 and added details in 5.9.
- 8.12 04.01.10 Amended Sections 3.1–3.5, Section 4.8, 5.2, 5.13, 5.16 and added Section 5.20 and renumbered 5.21.