

9/12/2024

Subcontractor driver booklet NSW

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Welcome

Congratulations on your appointment to **QLS Group** as a **Professional Subcontractor**.

Our subcontractors are a vital asset to **QLS**. Without quality subcontractors we can never hope to achieve all of our transportation requirements.

As our subcontractor, your actions and behaviour will reflect the values and worth of this company. If you do the wrong thing in relation to customers or to the general public it reflects badly on this company. Similarly, the reverse is also true.

It is becoming increasingly more important that each of us understands and performs in accordance with our responsibilities. This not only includes you as our subcontractor or subcontracting driver, but also Managers and staff of **QLS**, including myself.











As a company and as an industry we are all moving towards documenting these responsibilities. This ensures everyone is aware of and understands their particular responsibilities. It helps both of us cover our due diligence under Chain of Responsibility legislation.

This Handbook is intended to provide you with information about **QLS's** details of the workplace and vehicle facilities, and answer some of the most common questions asked.

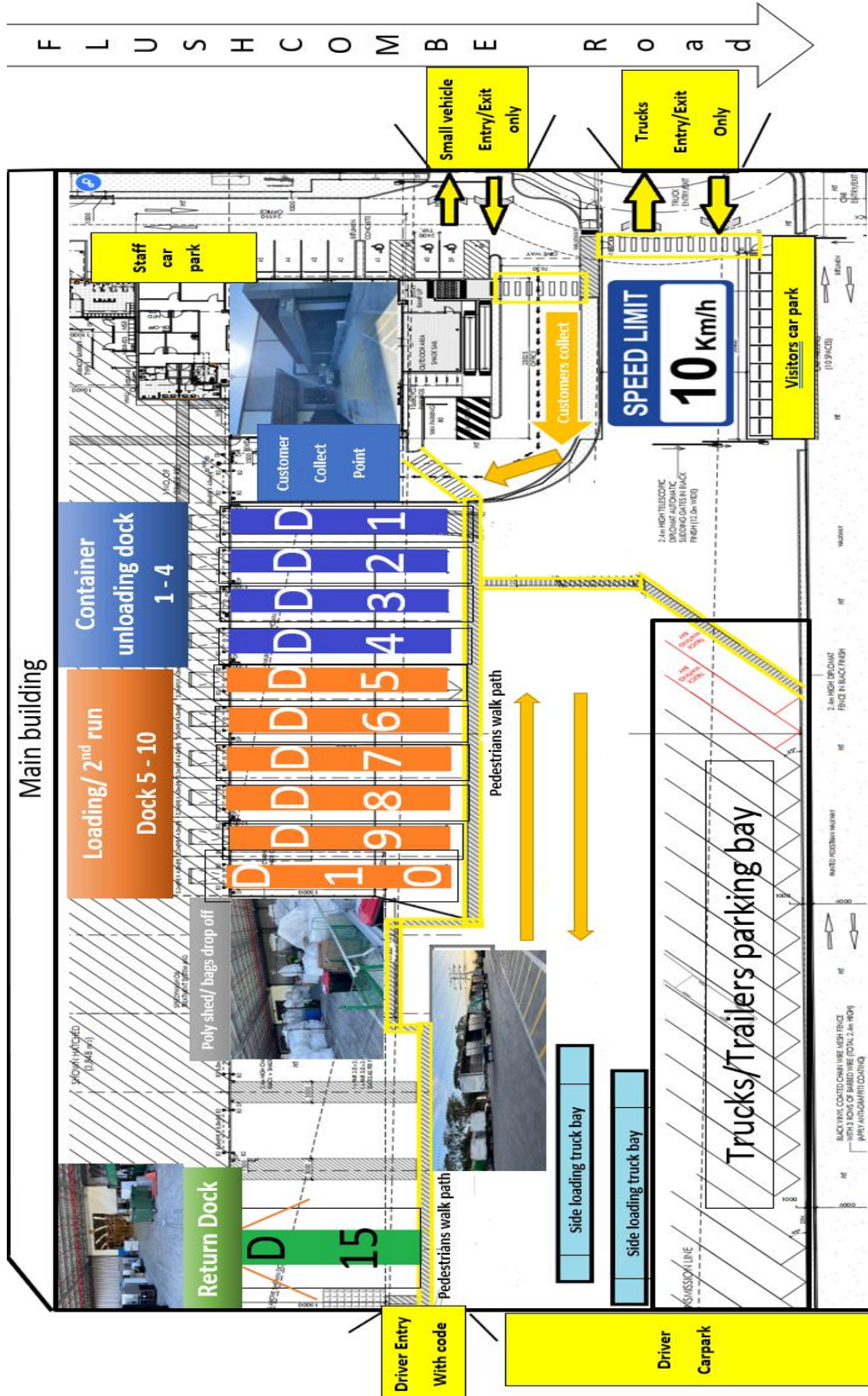
Please read this handbook carefully, and if you have any queries discuss them with your point of contact at **QLS**, or alternatively a member of our **Driver Management and Compliance Team**.

I trust you make a smooth transition into **QLS** and hope our association will be mutually beneficial.

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	<p>SPEED LIMIT: The site speed limit is strictly 10 Kph.</p>
	<p>ACCESS AROUND the SITE: Walkways are to be used when moving through the site between operational areas. Walkways are painted yellow.</p>
	<p>ACCESS to OPERATIONAL AREAS: Many operational areas are OFF LIMITS to unauthorised personnel. These include the Poly Workshop area, Warehouses, and the Truck Wash bay.</p>
	<p>FORKLIFTS and other Vehicles: Beware of forklifts and Heavy Vehicles and observe vehicle movements on site. Stop and look before crossing doorways and designated vehicle areas. Ensure that drivers and operators can see you.</p>
	<p>DRUG and ALCOHOL FREE WORKPLACE: All QLS owned or controlled sites are drug and alcohol free zones. All persons, including but not limited to; employees, subcontractors, service providers and visitors are subject to QLS Drug and Alcohol Policy..</p>
	<p>SMOKING: All QLS owned and controlled sites are Non-Smoking sites. A designated smoking area has been provided and is located outside the toilets. Smoking will only be permitted in this.</p>
	<p>PARKING: DO NOT PARK vehicles in clearways, across driveways, pedestrian crossings, doorways or gateways. Park in appropriate designated areas only. Any vehicles that are damaged while parked in non-designated areas will not be the responsibility of QLS</p>
	<p>PERSONAL PROTECTION EQUIPMENT (PPE): High Visibility clothing/vest and sturdy enclosed leather work boots MUST be worn at all times while in operational areas.</p>
	<p>INCIDENT REPORTING: Report all “Near Misses” and incidents/injuries to Reception or the head of the operational area that you are in as soon as possible. Compliance officers are on site during operational hours.</p>
	<p>EVACUATION AREA'S: In the case of an emergency, please follow the direction of the QLS Representative to the emergency assembly areas. Assembly areas are located out the main entrance towards Great Western HWY of the building.</p>

Blacktown traffic management plan



- Site speed limit is 10 kph.
- Must follow to site PPE require (Hi Visibility clothing)
- All Delivery drivers are to park in designated waiting area and report to QLS transport office.
- Delivery drivers to follow instruction of QLS staff and adhere to vehicle mobilization procedures as provided by QLS.

***Pedestrian must follow the designated pathway mark as yellow**

010-204 Gilmer Road Parrishs QLD 4117 T: 07 3366 8024

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Docking/Traffic light system

The docking area is controlled by a traffic light system of GREEN (for go) and RED (to stop) that operates for the truck bay and the docking platform.

The system is set up so that a GREEN light cannot be operating for both the truck bay and the docking bay at the same time. If one area is GREEN the other area will indicate RED.

For example, if a truck has a GREEN light it indicates it is safe/approved to reverse into the docking bay and a RED light will display on the docking bay to indicate that no work should be undertaken while the truck is reversing.

- Vehicle to reverse onto nominated dock once directed
- Driver to remove keys from ignition and give to unpack/Load crew to hang on respective dock hook
- Driver to place chock under wheel. The wheel chock is linked to the Traffic Light System. The driver or places the wheel chock under the rear wheel on the driver's side of the vehicle. The external dock light should then change to 'red'. The chock indicator will illuminate to indicate that the truck is secured. Always remember to check for hazards and traffic movement when applying the chock to the vehicle
- Unpack/Load crew to press lock button and confirm traffic lights have switched to green inside red outside
- Raise traffic control gate
- Dock leveller to be inserted
- Loading or Unloading can commence
- Upon completion of Loading or Unloading Dock leveller is removed, traffic control gate is lowered and unlock button pushed
- Keys can now be handed to driver for departure

Delivery Truck drivers:

- Will ensure that the **speed limit of 10 kilometers per hour is maintained while on site.**
- Must wear a high visibility vest when not in their vehicle. :
- Park their vehicles in dedicated parking areas or where otherwise instructed.
- All vehicles must be left securely including brakes applied, vehicle in gear etc.
- Keys must be removed from vehicle
- Driver to place Global Wheel Chock device on the rear wheel (driver's side) of vehicle
- Driver to go to and remain in designated area when unloading/loading occurs unless otherwise instructed until loading/unloading completed.
- When loading/unloading completed, driver to return to vehicle and remove Global Wheel Chock from rear wheel before departing loading dock

N.B.: Drivers to be aware of other vehicle movement and general environment especially when alighting from (and returning to) the vehicle and when placing/removing the Global Wheel Chock in the loading dock.

The Global Wheel Chock system is linked to the docking Traffic Light system.

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Chain of Responsibility

A key compliance requirement of all freight businesses is that of Chain of Responsibility

The aim of COR is to make sure everyone in the supply chain shares 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.

Chain of Responsibility governs the following specific elements:

- **Speed**
- **Mass**
- **Fatigue**
- **Load Restraint, and**
- **Dimensions**
- **Vehicle standards**

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. All parties within chain have a primary duty of care and responsibility of obligation to eliminate or minimise potential harm or loss (risk) by doing all that is reasonably practicable to ensure safety. As a party in the supply chain, the best way to do this is to have safety management systems and controls in place, such as business practices, training, procedures and review processes that:

- identify, assess, evaluate, and control risk
- manage compliance with speed, fatigue, mass, dimension, loading and vehicle standards requirements
- through identified best practice
- involve regular reporting, including to executive officers
- document or record actions taken to manage safety.

Legal liability applies to all parties for their actions or inactions.

Who are the parties in the supply chain?

The parties in the Chain of Responsibility are defined by job function and **not** job title. In other words, if your job title says Administration Officer, but you have some form of control over a driver's fatigue or driving hours, then you are legally defined under the CoR legislation as a scheduler. Parties included in CoR for a heavy vehicle are:

- **an employer of a driver**
- **a prime contractor for a vehicle if the vehicles driver is self-employed**
- **an operator of the vehicle**
- **a scheduler for the vehicle**
- a loading manager for any goods in the vehicle
- a loader and/or unloader of a vehicle
- a consignor of any goods for transport by the vehicle
- a consignee of any goods in the vehicle
- a loader and/or unloader of any goods in the vehicle.

In a prosecution, the courts may consider the actions of each party in the supply chain. This includes what measures those parties have in place to prevent breaches of the HVNL occurring. Each party in the chain must demonstrate to the Court that acted as far as reasonably practicable to prevent the contravention. Ignorance IS NOT a defence.

Risk Based Categorisation of offences

Under the Heavy Vehicle National Law (HVNL), fatigue management, mass, dimension and loading and speed compliance offences are categorised according to the risk they present. The categorisation recognises the potential damage to road infrastructure and that risk to people's safety increases with the severity of the offence.

These categories are:

- Minor breach – risk of someone gaining a minor unfair commercial advantage over those who operate legally, but no risk to safety or infrastructure.
- Substantial breach – risk of damage to infrastructure, increasing traffic congestion and unfair competition. It may also involve some risk to safety, although not an appreciable risk.
- Severe breach – appreciable risk to safety, more severe risk to infrastructure, greater risk of traffic congestion or a greater level of unfair competition.
- Critical breach – contravention of fatigue regulated maximum work time and/or minimum rest time which would adversely affect the driver's ability to drive safely.

Fatigue management and speed offence risk categories range from 'minor' to 'substantial', 'severe', and 'critical'.

Mass, dimension and loading offence risk categories range from 'minor' to 'substantial' and 'severe'.

Risk categories also determine what powers an authorised officer may use on the road, and the level of penalty that may apply

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Risk Based Categorisation of offences cont...

Classification	Fatigue	Mass	Speed	Dimensions			Load restraint
				Length	Height	Width	
MINOR	≤ ¼ hour over work time or under required rest time	≤ 5% above legal limit	≤ 10kph above posted limit	≤ 350 mm over permitted length	≤ 45mm over permitted height	≤ 40mm over permitted width	<ul style="list-style-type: none"> The load has not become displaced or unsecured; The load becoming displaced or unsecured is not imminent; and No serious risk of harm to public safety, the environment, road infrastructure or public amenity.
SUBSTANTIAL	¼ - 1¼ hours over work time or under required rest time	5% - 20% above legal limit	11kph - 15kph above posted limit	350 mm - 600mm over permitted length	45mm - 300mm over permitted height	40mm - 79mm over permitted width	<ul style="list-style-type: none"> The load has become displaced or unsecured or the load becoming displaced or unsecured is imminent; and No serious risk of harm to public safety, the environment, road infrastructure or public amenity. The load concerned has not become displaced or unsecured or the load's becoming displaced or unsecured is not imminent; and The load is likely to become displaced or unsecured; and There would be a serious risk of harm to public safety, the environment, road infrastructure or public amenity if it did become displaced.
Severe	1¼ - 1½ hours over work time or under required rest time	21% + above legal limit	16kph - 25kph above posted limit	601mm + over permitted length	301mm + over permitted height	80mm + over permitted width	<ul style="list-style-type: none"> The load has become displaced or unsecured or the load becoming displaced or unsecured is imminent; and There would be a serious risk of harm to public safety, the environment, road infrastructure or public amenity if it did become displaced.
Critical	1½ hours + over work time or under required rest time		26kph + above posted limit				

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QLS Rules

DRESS / PERSONAL APPEARANCE

Personal appearance and dress is a matter of common sense and personal taste. Important guidelines in determining the appropriate dress and appearance are:

- the work being done;
- the public that is being dealt with; and
- the general standards of neatness, tidiness, cleanliness and safety.

Specific site or customer requirements may require the wearing of additional personal protective equipment (eg. safety vests, overalls, ear protect, hard hats, safety glasses etc.).

Suitable shoes or boots are to be worn at all times.

Singlets and thongs are strictly prohibited.

SMOKING

In accordance with community health standards, non-smoking areas at **QLS** and customer locations are defined and must be adhered to. Smoking is forbidden within buildings, offices and **QLS** vehicles. This rule applies to all **QLS** personnel and visitors on site.

No **QLS** personnel, subcontractors are to smoke in the premises of customers unless a designated area is provided.

BREAKDOWN OR UNABLE TO MEET SCHEDULE

In the event of delays that will impact the schedule, the Subcontractor is to contact the Operations Manager that dispatched the load as soon as possible during business hours.

BEHAVIOUR

QLS business is confidential and no personnel are to discuss company business with any person outside of the organisation. Failure to comply with this condition may lead to termination of contract following an appropriate investigation.

Due to occupational health and safety requirements, skylarking or horseplay is not permitted.

Whilst accepting the transport industry is a robust industry, fighting or abusive behaviour will not be tolerated and may lead to termination of contract.

Abusive or threatening language or behaviour towards other personnel or customers and their staff will not be tolerated. This is considered an act of **gross/wilful misconduct**, and may lead to immediate termination of contract following an appropriate investigation.

Swearing is not permitted in front of other personnel or customers. This reflects badly on the image of **QLS**. Disciplinary action will be taken against offenders.

COURTESY

QLS's customers, other road users and the general public, judge the company by their personnel's actions.

As **QLS's** subcontractors share the roads with the general public, and its customer's satisfaction helps to secure jobs, **QLS** require all subcontractors to show courtesy at all times. Without exception, subcontractors must:

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- not get involved in any disputes with customers;
- report any disputes to Management as soon as possible;
- drive in a courteous manner at all times;
- never engage in any form of on or off road action that could be deemed as “aggressive” or “road rage”.

VEHICLE CLEANLINESS / SAFETY

While engaged as a subcontractors for QLS, you are inadvertently representing our business. As such it is expected that your vehicle will be kept in as clean a state as practical; weather permitting.

Cleanliness of the vehicle can also have an impact on safety.

Windows, mirrors and headlamps should be kept clean, as this can affect visibility.

The interior of the cabin should also be kept clean and free of clutter. Unsecured objects in the cabin can cause serious injury if the vehicle is involved in an accident or rollover.

DRIVER'S LICENCE

It is a nationwide law that drivers must hold a current and valid driving license issued in the state of domicile of the driver for any vehicle they may operate.

Mobile Phones

Use of Mobile phones/Ipod/Ear Buds/Head phones/Electronic devices are not permitted to used whilst in operational areas.

THEFT

Any act of theft from QLS or any customer will be reported to the appropriate law enforcement authority for action. This is considered an act of **gross/wilful misconduct** and may lead to immediate termination of contract following an appropriate investigation.

SEAT BELTS

It is a requirement of the law that seat belts must be worn at all times by drivers and passengers. It is also the duty of care under the OH&S Act by all QLS personnel, and subcontractors to do all in their power to protect themselves or minimise their risk of injury. Should an accident occur resulting in injuries sustained due to failing to wear a seat belt, they may not be covered by Workers Compensation.

All fines associated with seat belts will be the person's responsibility.

CHILDREN / VISITORS

All visitors are to report to the office upon arrival at QLS premises.

Children visiting any QLS work site must always remain in the care of a parent or guardian.

Children and visitors must comply with company and customer site policies at all times.

REPORTING FOR DUTY

Drivers must report for work physically fit in order to perform the job properly.

In the event of illness or undue fatigue, your drivers should not be permitted to work. Ample notice must be given to QLS to permit arrangements for a substitute driver to be arranged.

Punctuality is regarded as extremely important as lateness seriously affects operational movements and schedules. Contractors who continually report for work late will be counselled, and may be withdrawn from subsequent use.

If a driver is late or expects to be late, they must contact operations to advise this.

Instruction - before you start

Obtain contractor registration link from QLS

Contractor owners:

- Register your business via the link provided by QLS.
- Upload required documents. (*follow registration instructions*)
- Complete required inductions. (*follow registration instructions*)
- Provide debtor details to QLS account team (*business back account details*)

Contractor employees:

- Obtain contractor employee registration link from owner or QLS.
- Register your personal details via the link provided.
- Upload required documents. (*follow registration instructions*)
- Complete required inductions. (*follow registration instructions*)

***Only approved contractors/contractor employees are permitted to work for QLS**

Understand safety rule:

- Hi-Vis shirt/ vest must be worn at all times whilst on site.
- Ensure 10 km/Ph speed limit is adhered to through the QLS site.
- Follow directions of the forklift operator when driving to loading / unloading area.

Contractor/s failing to comply may have payments reduced.

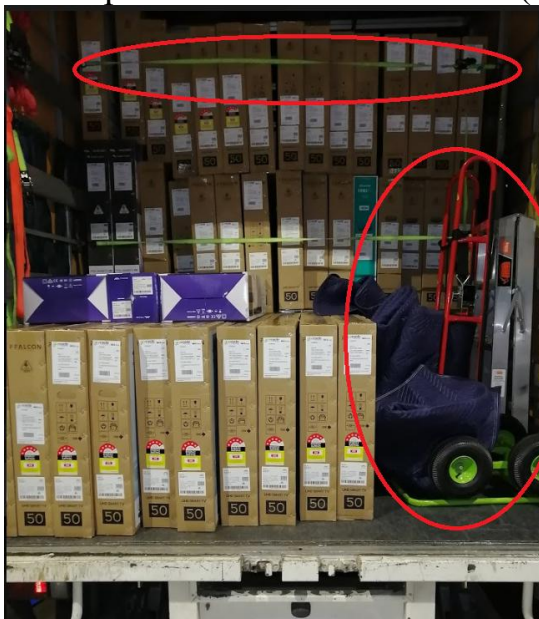
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Instruction - Start of the day

1. Get your manifest paperwork from next to transport office



2. Check your license and insurance up to date.
3. Check your truck roadworthy, tailgate working & clean.
4. Ensure you are fit for work and not under the influence of alcohol or drugs
5. Check all the essential equipment on your truck. **Load restraint, Manual handling Equipment, Pen, blankets, and Radaro phone/ICS Mobile.**
6. Complete driver checklist form. (Your name/REGO/Manifest)



DAILY DRIVER TRIP CHECKS

PRE-DEPARTURE CHECKS

	COMPLETED
1. Check Vehicle For Damage.	
2. Check Lights & Indicators Working Condition.	
3. Check Tyers For Damage, Tread Wear & Inflation.	
4. Check Load Security / Restraint.	
5. Check Manual Handling Equipment (Trolley & Dolly)	
6. Check Your Paperwork Is Correct.	
7. Check Jobs Uploaded On Radaro	

IF CHECKS REVEAL A PROBLEM CONTACT!

MOONSTAR DRIVERS	ADAM	0410 562 705
	MICK	0409 256 873
OTHER DRIVERS	ROBERT	0400 698 284

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Instruction - Delivery

1. Press “Start” on the **first job** of Radaro when you are **leaving depot** (check attachment Radaro SOP for details)
2. Ensure freight **secure** and **tidy** on each delivery.
3. Ensure customer **signed POD** paperwork if delivered.
4. Ensure customer write down **the reason** if freight being rejected.
5. Write down **arrival time** if store close.
6. Use **dolly** we provided to delivery **85”** above TVs.

Consignment Note
Customer Copy

Hisense

Brisbane: 07 3396 8044
Sydney: 02 9675 1020
Melbourne: 03 9706 5966
Perth: 08 9453 5888

Page: 1 of 1


check consignment

CN # 01868087
Cust Ref: 0860643363

Delivered For: Hisense Australia Pty Ltd
QLS VIC Warehouse
398-418 Hammond Road
Dandenong South VIC 3175

Phone: _____ From Area: QLS-MEL

Comments: bl 3/7



Date: 29/06/20
Del Date: 03/07/20

Deliver: JB HIFI ADELAIDE WH
Warehouse 4, 27 Port Road
THEBARTON SA 5031

Phone: 08 8178 4000 To Area: STHE
Order No: 29866337

Product / Ref	Description	Grade	Ctns	Cubic	Weight
HR6CDF509SW	Fridge		7	8.888	812
Totals:			7	8.888	812

check quantity

3

Rejection reason

write down


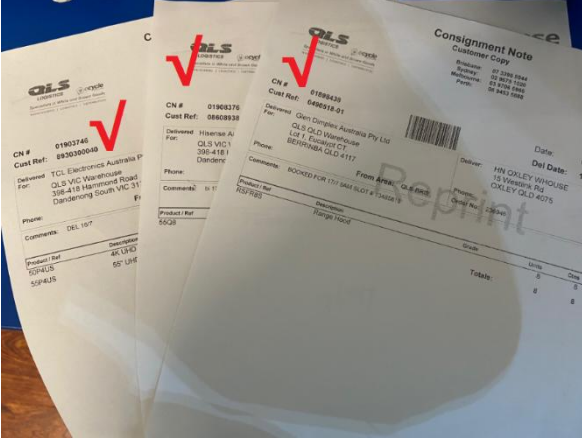
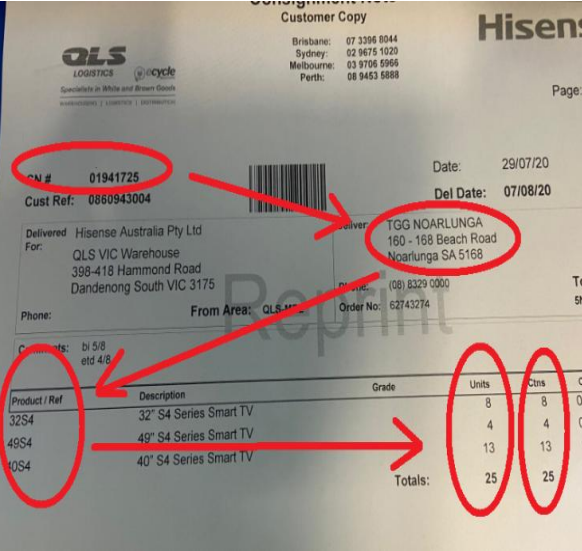
LI REJECTED.
STACKED HIGH & JAMMED IN.
2 TOPLOADED ON BACKS

Date and signed


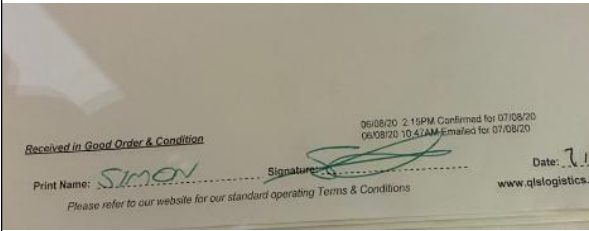
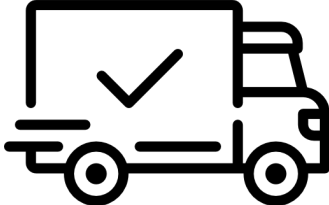
Print Name: VAOL Signature: [Signature] Date: 3.17.20

Please refer to our website for our standard operating Terms & Conditions www.qlslogistics.com.au

QLS Subcontractor driver booklet Instruction – Delivery

<p>1. Park your truck safely at or near delivery address / loading dock.</p>																															
<p>2. Check you have all your consignment/s for this delivery.</p>																															
<p>1. Review the consignment/s and consolidate consignment numbers, carton quantities, stock type, customer name. (E.g., 5 x 55inc Hisense TV's, 3 x TCL 42inc Tv's, 2 x Hisense Fridges.)</p>	 <table border="1" data-bbox="676 1518 1267 1693"> <thead> <tr> <th>Product / Ref</th> <th>Description</th> <th>Grade</th> <th>Units</th> <th>Ctns</th> <th>Cu</th> </tr> </thead> <tbody> <tr> <td>32S4</td> <td>32" S4 Series Smart TV</td> <td></td> <td>8</td> <td>8</td> <td>0.4</td> </tr> <tr> <td>49S4</td> <td>49" S4 Series Smart TV</td> <td></td> <td>4</td> <td>4</td> <td>0.5</td> </tr> <tr> <td>40S4</td> <td>40" S4 Series Smart TV</td> <td></td> <td>13</td> <td>13</td> <td>1</td> </tr> <tr> <td colspan="3">Totals:</td> <td>25</td> <td>25</td> <td>2</td> </tr> </tbody> </table>	Product / Ref	Description	Grade	Units	Ctns	Cu	32S4	32" S4 Series Smart TV		8	8	0.4	49S4	49" S4 Series Smart TV		4	4	0.5	40S4	40" S4 Series Smart TV		13	13	1	Totals:			25	25	2
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Totals:			25	25	2																										

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<p>2. To ensure</p> <ul style="list-style-type: none"> • Stock labels match customer name, Consignment/s, and quantities. • Stock labels match carton description 	
<p>3. Begin to unload stock</p>	
<p>4. Give consignment/s, customer copy and POD copy to customer/Store person to check and sign POD copy. Completed job on Radaro, upload relate photos for evidence.</p>	
<p>5. If any issues arise, stock damage, customer/ store rejection etc.</p> <p>Contact Transport office for instructions.</p>	<p style="font-size: 2em; font-weight: bold; text-align: center;">04 3345 8070</p>
<p>6. Important note: Downsize & apply restraint to the remain of the load ready for transit, file signed POD's for return. Depart for next delivery.</p>	

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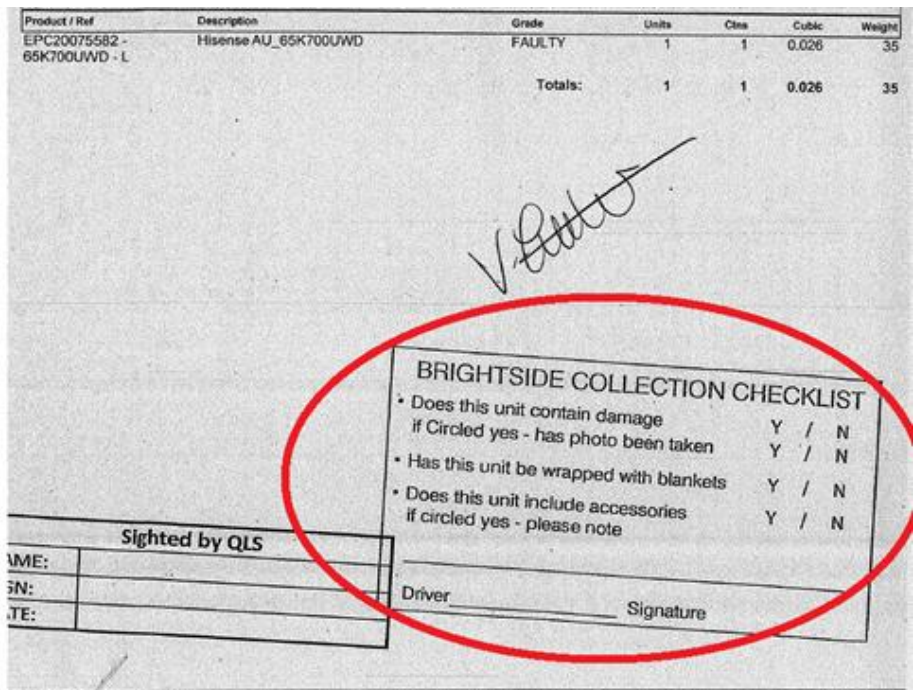
Instruction – Double Run

1. Call Office **04 3345 8070** half hour before back to depot.
2. Confirmed your **second run manifest** and **loading dock**.
3. Return your first Run manifest paperwork and **empty** your truck.
4. Your 2ND Run loading area most likely at Dock 5- 10.
5. Dock vehicle as per docking procedure.



Instruction – Standard RA pickup

1. RA CN/POD is **Pink paper with label.**
2. Standard TV collections **MUST BE BOXED**, only exception is Brightside refer to process.
3. Check the unit matched the RA paperwork and label unit.
4. Complete POD makes notes of damage at the point of pickup
5. **DO NOT** collect part RA.
6. **DO NOT** collect any RA without paperwork.



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Instruction - Brightside collection process

Blankets are provided by QLS and are to be used around the Brightside units to avoid damage whilst in transit.

When collecting a return

- Inspect the unit
- If damaged, send photos to transport phone via SMS and note on the POD
- If the label has been put on the screen by the store, send a photo to transport phone via SMS and note on POD
- Record in Radaro when completing the job
- Complete and sign the Brightside Collection Checklist on the POD
- The store **MUST** sign and date the POD
- QLS label is to be put on the back of the unit, **DO NOT** put the label on the front of the unit
- Wrap the unit in blankets
- Store the unit in the truck so it will NOT be damaged
- Record in Radaro when completing the job
- Return to QLS

BRIGHTSIDE COLLECTION CHECKLIST		
• Does this unit contain damage	Y	/ N
if Circled yes - has photo been taken	Y	/ N
• Has this unit be wrapped with blankets	Y	/ N
• Does this unit include accessories	Y	/ N
if circled yes - please note		
Driver _____	Signature _____	

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Instruction - Warranty Change Over

1. You will be received 2 PODS for WCO Job.
White color for delivery.
Pink color with label for picks up.

If NO faulty unit available you MUST contact Transport office for Further instructions.



2. New unit is to be unpacked and installed by drivers, including if requested.
 - Putting TV on Stan/Legs.
 - Placing white goods in Cavity.
 - Plugging the unit in.



3. The Faulty unit is to be re-boxed in the new unit's packaging and returned. Make sure it fully secured.

Ask customer sign both delivery and picks up POD for evidence.

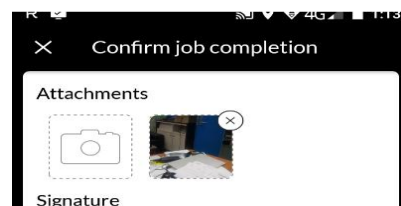


4. Place picks up's label onto the packaging and take photos. **The photos must be clearly showing the faulty unit goes into new unit's packaging with picks up label.**

If driver comes across a damaged faulty unit, the driver is to take photos of the damage.



5. Upload photos through Radaro with POD photos.



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Instruction - Kogan premium service

1. You will be received 1 extra **checklist with SCRAP label**.
2. Delivery the new unit into customer premises.
3. **Unpack** the new unit, remove packaging.
4. Remove the old unit if customer doesn't want to keep it, **place the SCRAP label onto old unit**.
5. Filled out the checklist box on POD and sign.
6. Bring back the old unit and packaging to depot.
7. **DO NOT** collect without paperwork.

ecycle SOLUTIONS Member of the **QLS Group**

Suitable for Recycling

www.ecyclesolutions.net.au 1300 432 925

Are there any access restraints- low power lines, parking signs etc

Are there any stairs-

If yes, how many?

If Premium please confirm the work to be completed-

Unpack unit	YES	NO
Take Away Rubbish	YES	NO
Remove Old Unit	YES	NO

BE ADVISED THE OLD UNIT REQUIRES TO BE DISCONNECTED BEFORE WE CAN REMOVE IT

place on old unit

Tick and sign

QLS Subcontractor driver booklet

Instruction – Grill King delivery

- **Grill King is STD only, no unboxing is undertaken by delivery team/driver.**
- **No units are returned without express authority from Grill King.**

Delivery without issue:

1. Check unit model and quantities match to POD, delivery unit to front door.
2. Take photo and upload to Radaro where available.
3. Have customer sign POD, Radaro job close off where available.

Customer rejected by reasons:

1. If unit damage or in questions, take photos of the unit (damage side etc.) and upload to Radaro.
2. Have customer sign POD, instructed customer to report directly to Gill King without removing the item, failed job on Radaro.
3. If customer refused to sign POD, driver noted customer has refused to sign and mark down reasons.

No one home:

1. Take photo of front door and upload to Radaro where available.
2. Mark down arrival time and reasons on POD, failed job on Radaro where available.

CN # 04522297

Cust Ref: 3207



Date: 12/07/24

Del Date: 24/07/24

Delivered For:	Grill King Outdoor BBQ Kitchens Pty Ltd QLS NSW Warehouse 421-427 Flushcombe Rd BLACKTOWN NSW 2148	Deliver:	HD Jason Moran 2 Boongala Road BROADBEACH WATERS QLD 4218
Phone:	From Area: QLS-SYD	Phone:	61407480711
		Order No:	3207
		To Area	4BBW

Comments: 18/07/24 4:20PM Confirmed for 24/07/24
BKD FOR 24.07 REFER TO TEXT

Product / Ref	Description	Shipping Desc	Grade	Units	Ctns	Cubic	Weight
GK-RCKPLWHT-PRO6ABBQV2	Rockpool 6 Burner Outdoor Kitchen BBQ Package White Stone + White Doors			1	1	1.390	150
GK-RCKPLWHT-RHS1DRFRIDGEV2	Rockpool White RHS 1Dr Fridge V2			1	1	0.603	90
GK-PZAP012-BLK	Grill King Wood Pellet 13" Portable Stone-Baked Pizza Oven Black			1	1	0.059	11
Totals:				3	3	2.052	251

If customer refused to sign

E.g."customer refused to sign due to box damage"

Mark down reason & take photos

QLS Subcontractor driver booklet

Instruction - Back to depot

1. Report to warehouse staff for unload instruction, ensure warehouse signed POD/Manifest for all returns (RA/Rejection).
2. Drop off rubbish to designated area, and poly bags inside the cage.
3. Clean your truck when you empty.
4. Return all paperwork to transport office.



***Driver must maintain the 3M exclusion distance from the operating machine when forklifts are being used to unload stock returns from the truck.**



QLS Subcontractor driver booklet

Driver's responsibilities

TRAFFIC RULES & REGULATIONS

All traffic rules and regulations laid down by the responsible authorities must be obeyed.

If a driver is charged with any driving offence they must report this to Management as per the 'Communication Procedures'. Failure to do so may result in termination of contract.

CLEANLINESS

The outside of the unit (weather permitting) is to be washed/cleaned once per week, as QLS image is important.

Drivers must keep the interior of their vehicle clean and tidy. Interior cleanliness is extremely important especially in the interests of safety.

SHORT DELIVERIES & DAMAGED FREIGHT

Short deliveries and damaged freight are the responsibility of the subcontractor in respect to documenting all relevant details.

All Short Deliveries and Damaged Freight are to be reported to Operations immediately for further instruction

All claims for short deliveries and damages must be double-checked by the driver. If the driver does not agree, they must not sign any documents.

Subcontractors must not argue or cause any conflict with the customers.

DOCUMENTATION

All required documentation must be completed by the subcontractor, and all documents and records must be kept clean and in good order.

Incomplete and/or damaged documents may be returned to the subcontractor for further attention.

ALL DOCUMENTATION IS TO BE RETURNED TO QLS Blacktown NSW, including but not limited to:

- **SIGNED POD's with DATES and TIMES of DELIVERY**
- **Driver checklist**
- **WORK DIARY page copies if requested for auditing purposes.**
- **Any other documentation related to the task carried out on our behalf.**

All queries regarding to paperwork, including but not limited to signatory requirements are to be directed to the relevant Operations manager at QLS. Subcontractors must never leave a client site without all required and signed documentation.

Failure to submit all required documentation may result in delays in payment for services.

UNSAFE HAZARDS & INCIDENTS

QLS requires subcontractors to report to Management all potentially unsafe situations or hazards that should arise, whether an injury occurs or not.

QLS will immediately, or as soon as practical to, rectify and make safe any reported hazard.

QLS Subcontractor driver booklet

Accident procedures

In the event of an accident while contracted to QLS, the driver must contact QLS primary contact for accidents – **Andrew Hutchinson** as soon as possible.

Should a subcontractor be involved in an accident, the first important thing is for them to remain calm, and where possible, provide support to any injured party.

All contractors should have emergency and/or accident procedures in place which should be followed by the contractor's driver.

In the unlikely event of an accident while under contract with **QLS**, contractors will be required to:

- Contact **QLS** as soon as practicable to advise of the incident
- Provide relevant details of the freight on board for passing on to the Vendor including but not limited to:
 - 1) Consignment/manifest number.
 - 2) Product details.
 - 3) Number of pallets/cartons damaged.
 - 4) Supply as many images as possible of the scene and damaged freight
- Communicate the recovery process to the relevant Operations Manager of **QLS**;
- Complete and internal investigation into the cause of the accident and provide a copy the results and corrective action/s to **QLS**

- **Vehicle recovery:** the contractor is responsible for securing the scene, arranging and supervising the recovery of the vehicle and the clean-up of the accident area; and
- **Vehicle towing:** the contractor is responsible for arranging salvage/tow operators and/or repairers at the scene; and
- **Cost recovery:** the contractor is responsible for all costs associated with towing, recovery, clean-up of the accident site and recompense for the damaged freight.

Drivers found to be unlicensed or suspended at the time of an accident, are doing so without the authority or approval of QLS and will be deemed to be liable for all damages/expenses incurred.

Accident report form/QR-code need to be done

QLS Subcontractor driver booklet

Code of conduct

DRIVER & VEHICLE PRESENTATION

- Vehicles must be maintained in a clean and good condition free from contaminants
- Drivers appearance must be clean and presentable at all times

ROAD LAWS

Subcontractors must comply with all road laws and be considerate of others by:

- Being professional at all times
- Being fit for duty
- Observing speed limits and seat belt laws
- Observing Fatigue regulations
- Observing drug and alcohol laws
- Travelling a safe distance from other vehicles
- Travelling in the left lane unless overtaking
- Avoid use of engine brakes in a built up area
- Obeying all other laws

Driver distraction is a risk and to reduce this risk the driver shall:

- Avoid the use of mobile phones, two way radios or other forms of communication when the vehicle is moving
- Fully prepare for any journey to avoid being distracted when driving

SITE PROCEDURES

- All subcontractors must comply with all site procedures, policies and signage while on any QLS Management site or the site of any customer of QLS Management. This may include random drug testing, post incident testing or if suspected of being impaired.
- Subcontractors must be polite and courteous to customers and their employees. They are not to become involved in any verbal or physical altercation, but refer back to the relevant QLS manager

FREIGHT SECURITY

- Subcontractors must ensure that all loads are appropriately secured for safe travel in accordance to the current version of the NTC Load Restraint Guide or better.
- Load security is to be checked regularly during transit to ensure that it continues to comply for the duration of the journey.

QLS Subcontractor driver booklet

Fatigue Management

Driver fatigue or drowsy driving is a safety hazard for the road transport industry. The main causes of fatigue are not enough sleep, driving at night (when you should be asleep) and working or being awake for a long time. It is important to be aware of the signs of fatigue.

Fatigue-regulated heavy vehicles

National heavy vehicle driver fatigue laws apply to fatigue-regulated heavy vehicles, which are:

- a vehicle with a Gross Vehicle Mass (GVM) of over 12t
- a combination when the total of the GVM is over 12t
- buses with a GVM over 4.5t fitted to carry more than 12 adults (including the driver)
- a truck, or a combination including a truck, with a GVM of over 12t with a machine or implement attached.

At the heart of the laws for fatigue management is a primary duty - **a driver must not drive a fatigue-regulated heavy vehicle on a road while impaired by fatigue**

Standard hours

Work and rest hour requirements under standard hours. Standard hours apply to all drivers who do not have accreditation for fatigue management.

Solo drivers

TIME	WORK	REST
In any period of...	A driver must not work for more than a maximum of...	And must have the rest of that period off work with at least a minimum rest break of...
5 ½ hours	5 ¼ hours work time	15 continuous minutes rest time
8 hours	7 ½ hours work time	30 minutes rest time in blocks of 15 continuous minutes
11 hours	10 hours work time	60 minutes rest time in blocks of 15 continuous minutes
24 hours	12 hours work time	7 continuous hours stationary rest time*
7 days	72 hours work time	24 continuous hours stationary rest time
14 days	144 hours work time	2 x night rest breaks# and 2 x night rest breaks taken on consecutive day

*Stationary rest time is the time a driver spends out of a heavy vehicle or in an approved sleeper berth of a stationary heavy vehicle. #Night rest breaks are 7 continuous hours stationary rest time taken between the hours of 10pm on a day and 8am on the next day (using the time zone of the base of the driver) or a 24 continuous hours stationary rest break.

The above Regulations for Standard Hours Solo Drivers can be simplified into the following guideline.

Work 5 hours take a 30-minute break, work 5 hours take a 30-minute break, work 2 more hours and you are at the maximum allowable working hours per day.

Or in any 24-hour period a driver can only work 13 hours with 2 x 30-minute breaks.

Follow this guide and you will always be compliant with the Standard Hours Solo Driver Regulations

QLS Subcontractor driver booklet

Fatigue Management

Daily work and rest hours planner



Daily work and rest hours planner—Standard hours (solo drivers)

	12:00	12:15	12:30	12:45	1:00	1:15	1:30	1:45	2:00	2:15	2:30	2:45
if you start work at: 12:00												
you must take at least a 15 minute break before:	5:30	5:45	6:00	6:15	6:30	6:45	7:00	7:15	7:30	7:45	8:00	8:15
and at least another 15 minute break before:	8:00	8:15	8:30	8:45	9:00	9:15	9:30	9:45	10:00	10:15	10:30	10:45
and at least another 30 minute break before:	11:00	11:15	11:30	11:45	12:00	12:15	12:30	12:45	1:00	1:15	1:30	1:45
if you start work at: 3:00												
you must take at least a 15 minute break before:	8:30	8:45	9:00	9:15	9:30	9:45	10:00	10:15	10:30	10:45	11:00	11:15
and at least another 15 minute break before:	11:00	11:15	11:30	11:45	12:00	12:15	12:30	12:45	1:00	1:15	1:30	1:45
and at least another 30 minute break before:	2:00	2:15	2:30	2:45	3:00	3:15	3:30	3:45	4:00	4:15	4:30	4:45
if you start work at: 6:00												
you must take at least a 15 minute break before:	11:30	11:45	12:00	12:15	12:30	12:45	1:00	1:15	1:30	1:45	2:00	2:15
and at least another 15 minute break before:	2:00	2:15	2:30	2:45	3:00	3:15	3:30	3:45	4:00	4:15	4:30	4:45
and at least another 30 minute break before:	5:00	5:15	5:30	5:45	6:00	6:15	6:30	6:45	7:00	7:15	7:30	7:45
if you start work at: 9:00												
you must take at least a 15 minute break before:	2:30	2:45	3:00	3:15	3:30	3:45	4:00	4:15	4:30	4:45	5:00	5:15
and at least another 15 minute break before:	5:00	5:15	5:30	5:45	6:00	6:15	6:30	6:45	7:00	7:15	7:30	7:45
and at least another 30 minute break before:	8:00	8:15	8:30	8:45	9:00	9:15	9:30	9:45	10:00	10:15	10:30	10:45

QLS Subcontractor driver booklet Manual handing guidelines

Trolley selection:

TYPE OF ERGONOMICALLY DESIGNED TROLLEY	MAXIMUM LBA LOAD (KG)	MAXIMUM TRANSPORT DISTANCE (M)	MAXIMUM FREQUENCY OF USE IN 8H SHIFT	NUMBER OF PERSONS TO HANDLE TROLLEY
Two – Wheel hand truck	100	100	200	1 2 if poor visibility
Two – Wheel hand truck	200	35	50	2
Three – Wheel hand truck	RL	400	200	1 2 if poor visibility
Four – Wheel hand trolley or Five – Wheel hand trolley or Six – Wheel hand trolley	RL	400	200	1 2 if poor visibility 2 if long item
Hand pallet jack		35	200	1 2 if poor visibility
Electric pallet jack	RL	100	400	1
Electric walkie stacker	RL	100	400	1
Forklift	RL	400	400	1
Powered ride-on pallet mover	RL	400	400	1

QLS Subcontractor driver booklet Manual handling guidelines

Team lifting:

The capacity of the team in a team lift is less than the sum of the individual capacities of the members of the team.

Heavy items such as Oven/washing machine **MUST** use M/H equipment provided and use of 2 man lift as required.

If items are deemed to be loaded in an unsafe manner, contact transport office for further instruction.

(DO NOT attempt to manual handle if unsafe to do so.)

Team lifting occurs when more than one person is involved during the lift.

- Use team lifting and carrying where other solutions are inappropriate.
- Remember that the combined strength of the team is less than the sum of individual strengths.
- Select team members of similar height and strength.
- Assign a leader to the team.
- Determine a set of commands to be used such as lift, walk, stop, down. Make sure that everyone knows what to do when they hear the command.
- Follow the commands given by the team leader.
- Practise team lifting and carrying together before attempting the task.



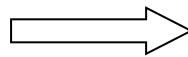
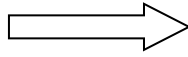
QLS Subcontractor driver booklet

Unloading/Delivery technical

Using hand trolley:



Using dolly:



Using Foldia:



Loading requirement/restraint

What are loading requirements?

Under the HVNL, a load on a heavy vehicle must:

- not be placed in a way that makes the vehicle unstable or unsafe
- be secured so it's unlikely to fall or be dislodged from the vehicle
- be restrained:

-using an appropriate method of restraint

-in a way that meets the loading performance standards contained in the Heavy Vehicle (Mass, Dimension and Loading) National Regulation (Regulation)

Why are loading requirements important?

Poorly loaded or inadequately restrained loads may cause injuries and fatalities when:

- heavy objects fall from vehicles onto other vehicles or pedestrians
- drivers swerve to avoid falling or fallen items from vehicles
- spillage on roads from vehicles causes other vehicles to skid and lose control
- unrestrained loads crash into vehicle cabins during emergency braking
- vehicles overturn when loads shift during cornering

How to load safely

the responsible person(s) should:

- choose a suitable vehicle for your load type and size
- position the load correctly on the vehicle to maintain adequate stability, steering and braking
- use a suitable load restraint system with equipment of adequate strength and in serviceable condition

Assessing loading requirements

Poorly loaded or inadequately restrained loads may cause injuries and fatalities when:

- heavy objects fall from vehicles onto other vehicles or pedestrians
- drivers swerve to avoid falling or fallen items from vehicles
- spillage on roads from vehicles causes other vehicles to skid and lose control
- unrestrained loads crash into vehicle cabins during emergency braking
- vehicles overturn when loads shift during cornering

Driver responsibilities

Before starting and throughout a journey, drivers should ensure that they:

- do not drive on a road when the heavy vehicle or its load does not comply with the loading requirements for that vehicle
- carry out periodic checks to ensure the load hasn't shifted and is still secure.

Check at every drop ensure it meet requirement !!!

Operator responsibilities

- an appropriate vehicle is used to transport the load and the load is positioned on the vehicle in a way to maintain stability
- they do not permit a vehicle to be driven on a road if it or its load does not comply with the loading requirements for that vehicle
- any load restraint system used meets the performance standards contained in the Regulation
- load restraint equipment used to restrain any load is appropriate, fit for purpose and in good condition

Loading requirement/restraint

***Remember downsize & security load by every drop**



If you
don't
downsize
&
restraint,
it will end
up like



QLS Subcontractor driver booklet Radaro Standard Operating Procedure

Prestart your trip

Enter your login username and password on Radaro

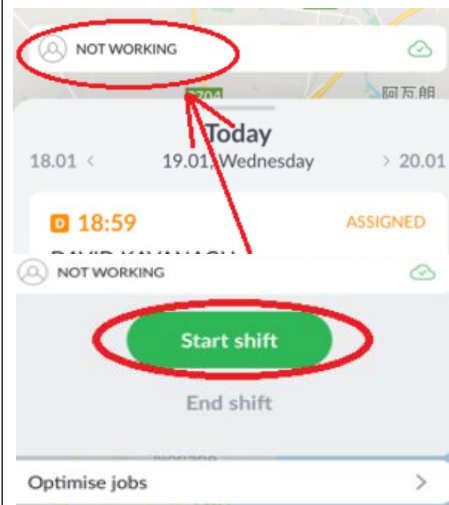
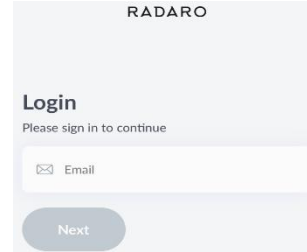
**Ensure your Radaro apps is latest version.
(if you don't know, contact your manager for updating)*

**Ensure battery saver model turn off on your phone,
otherwise it may affect your GPS route.*

- Click "not working" on the top to start shift

**If you start from home, press "Start Shift" when you leave.*

**If you start from the yard, press "Start Shift" when you arrive to work.*



- You will see all active jobs on your list.
- Select the job you are going to deliver next.
- Follow the order of delivery as per the manifest.

**The colour on the jobs overview may help you understand the job description.*

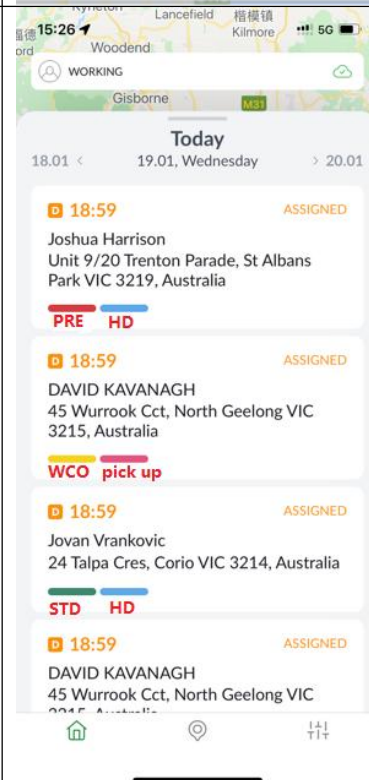
BLUE – Home delivery

RED – Kogan Premium (may include collect old unit and rubbish)

GREEN – Kogan standard

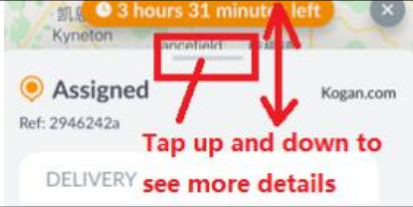

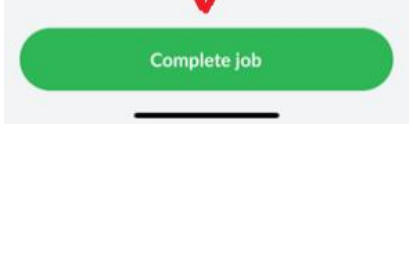
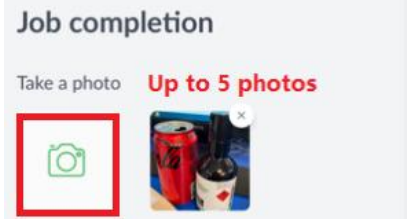
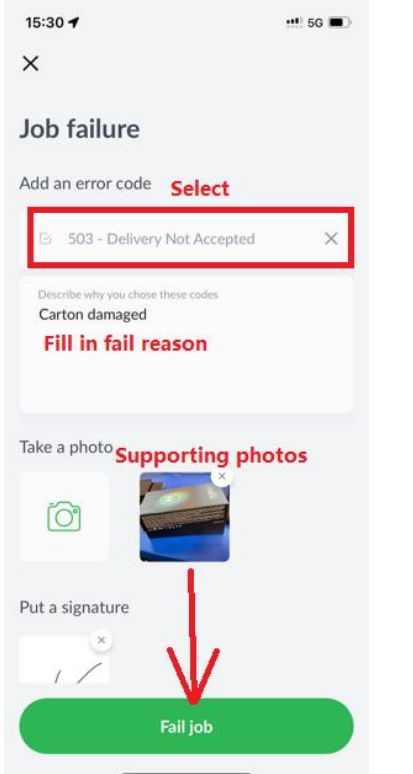
YELLOW – WCO (Pick up old unit, deliver new unit)

PINK – Pick up jobs



QLS Subcontractor driver booklet

On board

<p>To see more detail, Tap up and down this button.</p> <p><i>This will show you the type of delivery, if there are any special requirements in the jobs.</i></p>	
<p>Press 'Start' BEFORE you begin driving to the job.</p> <p><i>*Do not press "Start" and "Complete" at the same time for any reason please, contact your manager for help you not sure.</i></p>	
<p>When you have completed the delivery press 'Complete job'.</p> <p><i>*Do not press "Start" and "Complete" at the same time for any reason please, contact your manager for help you not sure.</i></p>	
<p>You will then be asked to capture a photo.</p> <p><i>Press the camera outline and take the photo, select 'Take a Photo' and take an image of the delivery.</i></p> <p><i>*This will help you keep evidence if any issue after.</i></p>	
<p>If it was not a successful delivery, click 'Fail job'.</p> <ul style="list-style-type: none"> • Add and select an error code, delivery not accepted etc. <p style="text-align: center;">↓</p> <ul style="list-style-type: none"> • Fill in the reason, Carton damage etc. <p style="text-align: center;">↓</p> <ul style="list-style-type: none"> • Take a photo for evidence. <p style="text-align: center;">↓</p> <ul style="list-style-type: none"> • Press "Fail job" botton. 	

QLS Subcontractor driver booklet

Store delivery

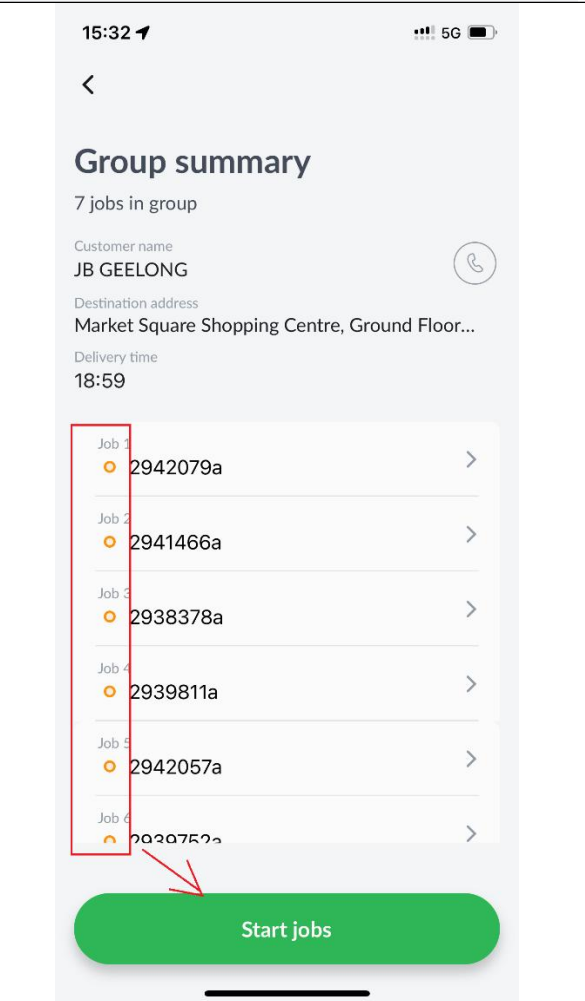
In the new version of Radaro, multiple consignments will combine into 1 group job.

E.g., You have 7 consignments to JB Geelong, it will show 7 jobs in this job group.



Press 'Start jobs' **BEFORE** you begin driving to the job.

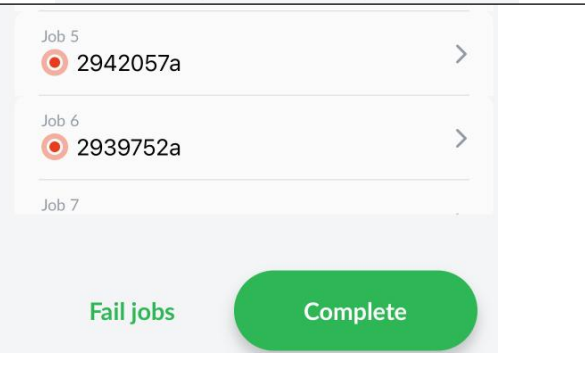
**it will automatic start all the consignments/jobs together in this group.*



If it was not a successful delivery, click '**Fail jobs**'.

**You can fail the consignments/jobs individually if part delivery, then press complete. (it will automatic complete the rest of jobs you done)*

**Remember take photos for each consignment/job for evidence.*



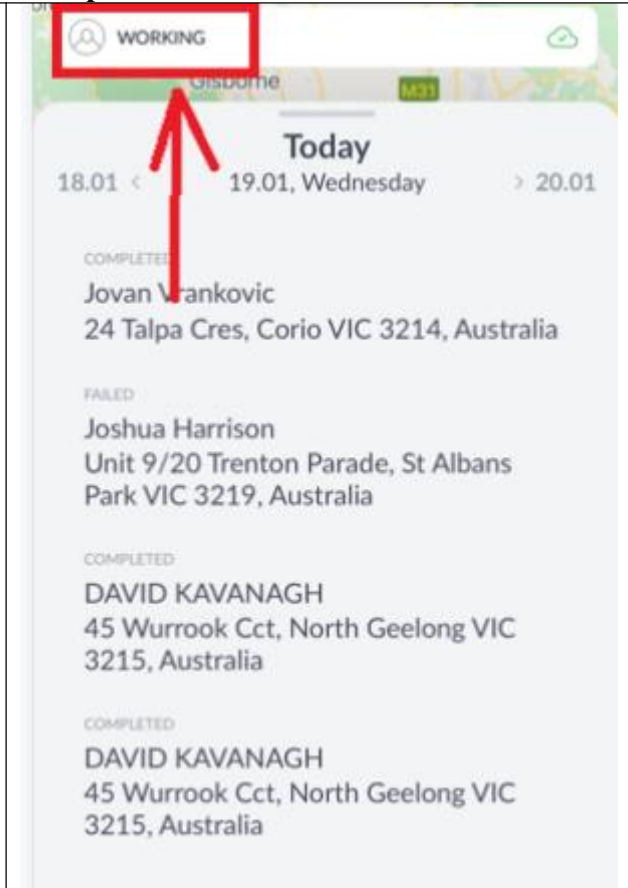
QLS Subcontractor driver booklet

Finish trip

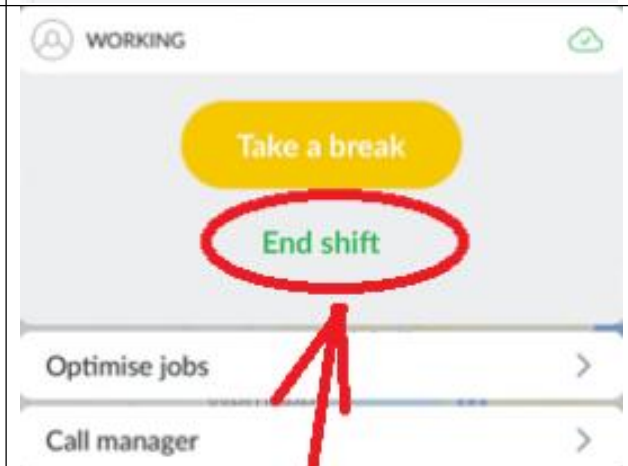
Once you have completed all your jobs, you will see no more active jobs listed.

Keep Radaro online until you are back to the depot or home.

Click "Working" on the top when you are back to depot or home to end your shift.



ONLY DO THIS AT THE END OF YOUR WORKDAY, i.e., return to the yard or returned home.



Driver frequently asked question & procedures

- **No one is home.**
Call the customer on the number provided and leave a message.
“Hi it’s Jake from QLS I have your TV for delivery and am at your property now.”
“Please call 02 96751020 urgently, as I will have to move on in 15 minutes and your delivery will need to be re-scheduled for another day”
Wait 10 minutes, contact the office for instructions.
- **I’m on my own and the customer has stairs or steps (more than 4)**
Is the item light/small enough to deliver safely?
Can you deliver somewhere downstairs?
Can the customer safely assist?
YES, deliver the item.
NO, advise the customer.
“You are unable to safely deliver the item and it will need to be re-scheduled on another truck with a jockey/helper.
The office will be in contact with you to advise when the next available 2 man truck is in your area. Or you can call 02 96751020 directly for more information & options.”
- **2 man job & the customer wants/needs to help.**
Customer must not help, driver has to contact transport office for instruction
- **I can’t find the item on my truck?**
Contact the office for instructions.
Do Not Fail the Job on Radaro before receiving instructions.
- **The item/carton on my truck is damaged.**
Contact the office for instructions.
Do Not Fail the Job on Radaro before receiving instructions.
- **My RADARO has No Jobs.**
Contact the office for instructions.
- **I am unable to work. Sick or running late to start work.**
As soon as possible you **must** contact your manager ASAP
Leave a message if no answer regardless of time of day.
- **I need to organise a day off.**
Under the independent contractor agreement the contractors is responsible to ensure they have a relief driver available to maintain their vehicles availability for work.
QLS understands this is not always possible and in these cases.
QLS will do its best to accommodate and independent contractor requests for planned time off it may not always be possible.
The earlier the notice the better.

Contact number:

Transport office – 0433 458070

Office – 02 9675 1020

Transport supervisor – Brett 0406 315164

Operation manager – Andrew 0405 199561

Sub-contractor compliance statement

QLS Management recognises its duty of care under National State and Territory Chain of Responsibility, Transport Industry and OH&S legislation for the management of sub-contractor road transport operators. Legislation places several obligations on prime contractors to manage sub-contractor activities. The online Induction on WHSM has been designed to provide road transport sub-contractors with a guideline for meeting the minimum standards expected for an approved QLS Management road transport sub-contractor.

The online induction can also be used to assist transport operators in understanding and fulfilling their obligations under the Heavy Vehicle National Law 2012 and general WH&S / OH&S laws. QLS Management road transport sub-contractors need to review and complete the online process in line with their own company policies and procedures, provide responses to each applicable section and, where instructed, provide documented evidence of compliance.

Sub-contractor Acknowledgement:

I / We the undersigned, representing _____ have provided in the online induction, truthful and accurate information to the applicable questions in the online induction.

I / we have also provided current copies of documents as requested to enable verification of the requirements of the organisation under the Chain of Responsibility legislation, NHVL and WH&S legislation.

The company representative signing below also acknowledges to undertake all sub-contracted works in accordance with the Code of Conduct and Sub-contractor Service Requirements as outlined in the QLS sub-contractor driver booklet

Responsible person's name:

Responsible person's title:

Signature:

Date:

Witness name:

Witness Signature:

Date: