

Subcontractor Driver Booklet



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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 the Managers and staff of **QLS**, including me.











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**.

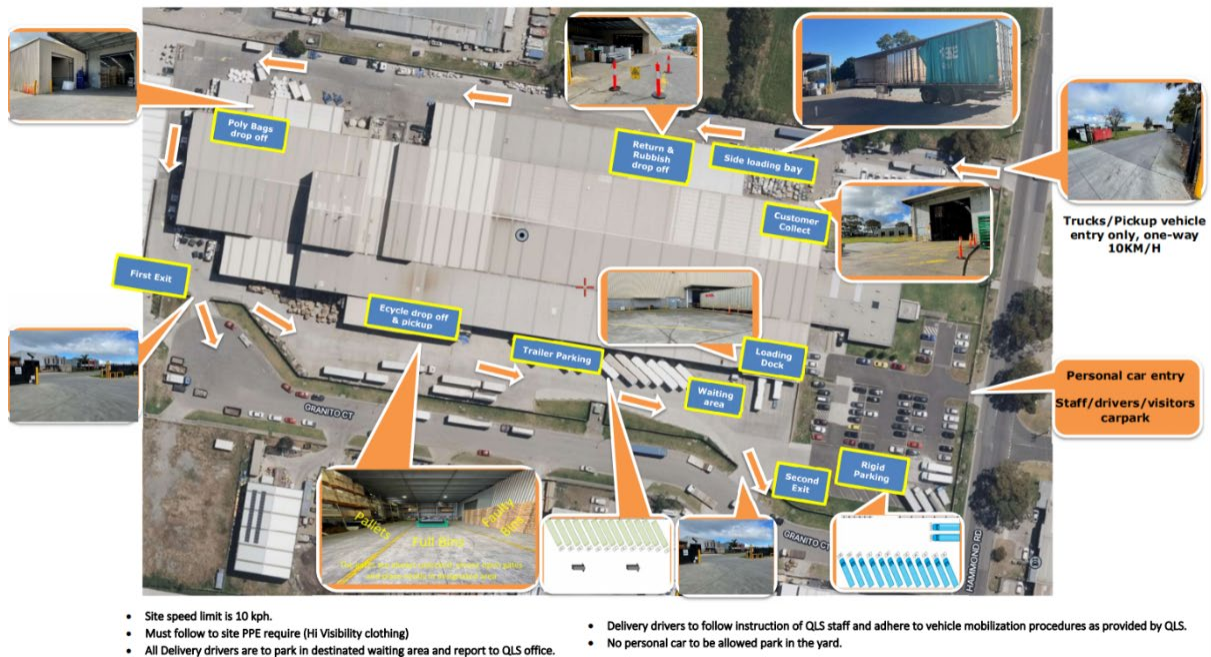
I trust you make a smooth transition into **QLS** and hope our association will be mutually beneficial.

CONDITIONS OF ENTRY

	SPEED LIMIT: The site speed limit is strictly 10 Kph for all sites.
	ACCESS AROUND THE SITE: Walkways are to be used when moving through the site between operational areas. Walkways are painted yellow.
	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.
	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.
	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's Drug and Alcohol Policy.
	SMOKING: All QLS-owned and controlled sites are Non-Smoking sites. A designated smoking area has been provided and is located outside of lunchroom. Smoking will only be permitted in this.
	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.
	PERSONAL PROTECTION EQUIPMENT (PPE): High-visibility clothing/vest and sturdy enclosed leather work boots MUST be worn at all times while in operational areas.
	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.
	EVACUATION AREAS: In the case of an emergency, please follow the direction of the QLS Representative to the emergency assembly areas. Assembly areas are located near the main entrance to the site, next to the visitors' car park.

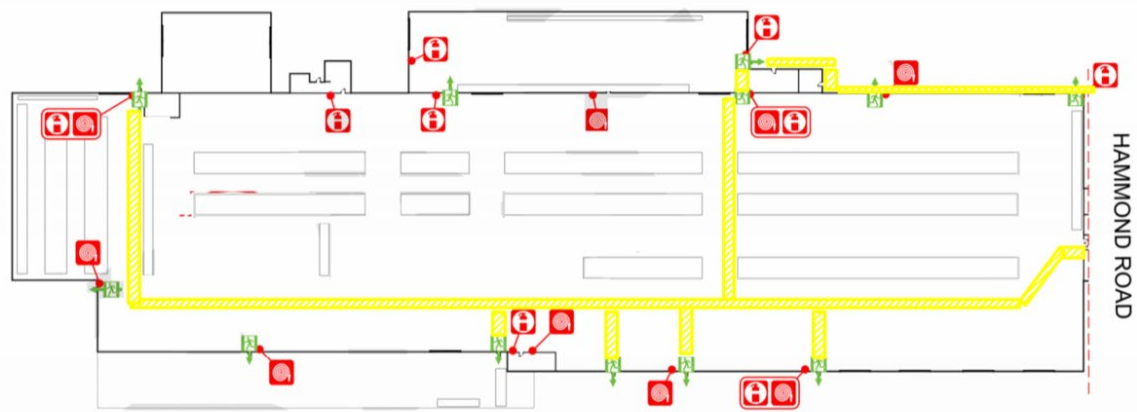
HAMMOND ROAD TRAFFIC MANAGEMENT

Hammond Road Traffic Management



Hammond Road Traffic Management

Inside warehouse



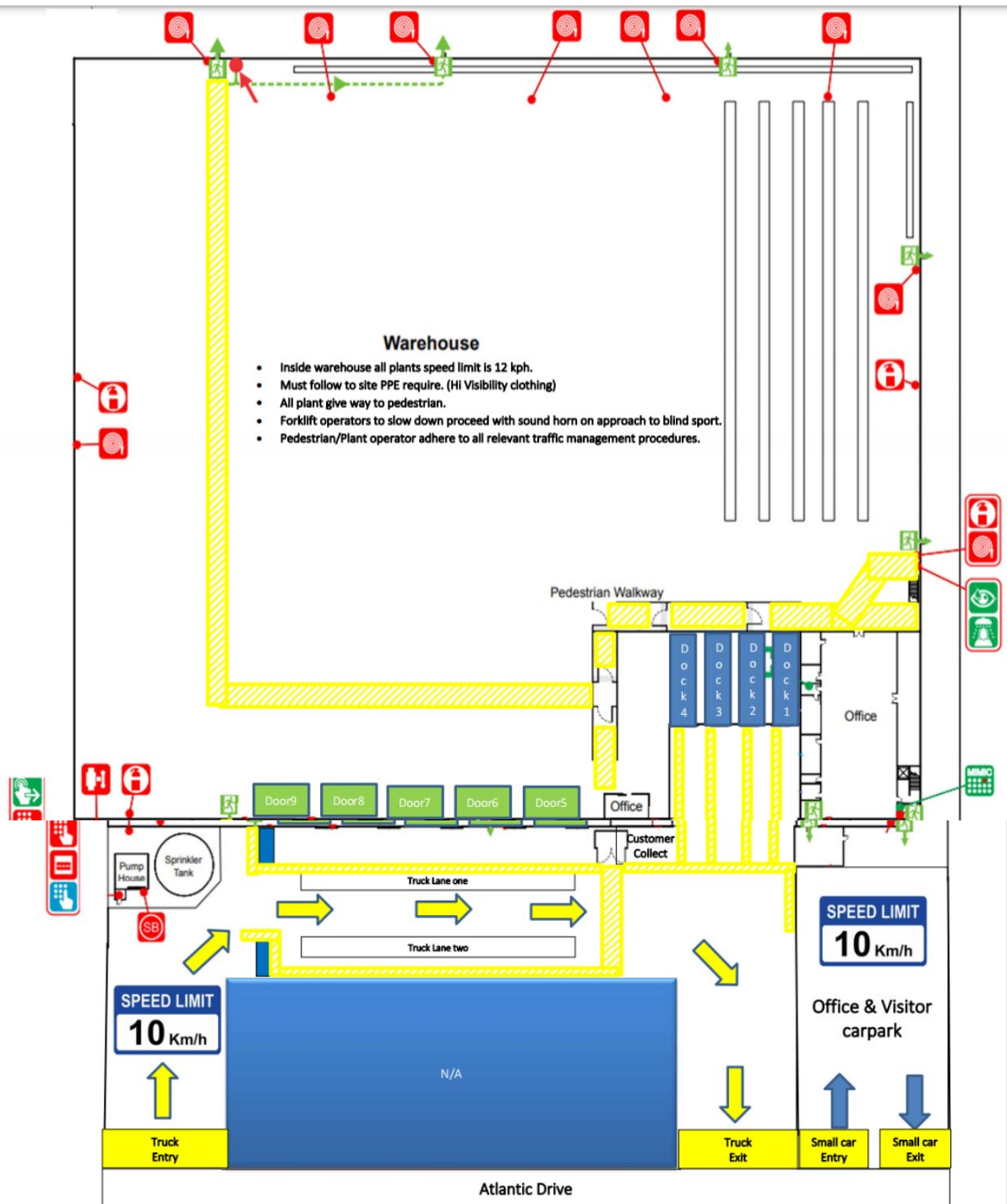
GRANITO COURT

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

- Site speed limit is 12 kph.
- Must follow to site PPE require. (Hi Visibility clothing)
- All plant give way to pedestrian.
- Forklift operators to slow down proceed with sound horn on approach to blind spot.
- Pedestrian/Plant operator adhere to all relevant traffic management procedures.

ATLANTIC DRIVE TRAFFIC MANAGEMENT

Atlantic Dr Traffic Management



*Pedestrian must follow the destinated pathway mark as yellow

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

CHAIN OF RESPONSIBILITY

A key compliance requirement of all freight businesses is the Chain of Responsibility.

COR aims 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 the 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 the 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 vehicle's 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 from occurring. Each party in the chain must demonstrate to the Court that it 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, loading, and speed compliance offences are categorised according to the risk they present. The categorisation recognises the potential damage to road infrastructure and that the 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.

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.
On the spot fines issued to the driver • Speeding fines also incur demerit points							
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.
On the spot fines issued to the driver • Speeding fines also incur demerit points							
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.
Court appearance • Maximum court imposed penalty possible of \$10,000 Speeding fines also incur demerit point							
Critical	1½ hours + over work time or under required rest time		26kph + above posted limit				
Court appearance • Maximum court imposed penalty possible of \$10,000 Critical speeding fines will result in a minimum 3 month loss of licence							

QLS RULES

DRESS / PERSONAL APPEARANCE

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

- The work is 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 protection, 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 on 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 who 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 the termination of the 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 the 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 the 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 customer satisfaction helps to secure jobs, **QLS** requires all subcontractors to show courtesy at all times. Without exception, subcontractors must:

- Do 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 subcontractor 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.

The 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.

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 the 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 for 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 made.

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 them.

INSTRUCTION - BEFORE YOU START

OBTAIN THE CONTRACTOR REGISTRATION LINK FROM QLS.

CONTRACTOR OWNERS:

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

CONTRACTOR EMPLOYEES:

- Obtain the contractor employee registration link from the 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 THE SAFETY RULES:

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

UNDERSTAND THE QLS COMMUNICATION PROCEDURE:

WhatsApp communication

- When instructed by QLS.
- For record keeping. (Photos & Messages)
- For PODs, if Radaro fails.

Contractor/s failing to comply may have payments reduced.

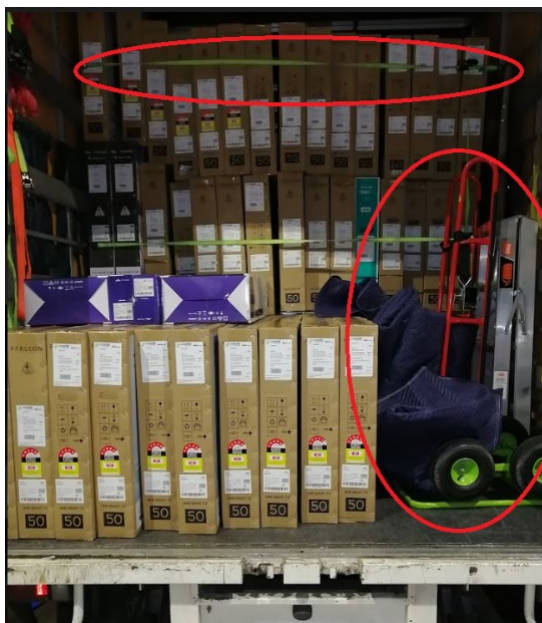
INSTRUCTION - START OF THE DAY

Get your manifest paperwork from Pigeonhole (Hammond Road)

Get your manifest paperwork next to the site office (Atlantic Drive)



Check all the essential equipment on your truck. **Load restraint, Manual handling Equipment, Pen, blankets, and Radaro phone/ICS Mobile.**



Complete pre-start checks via scan QR-code provided by QLS.

TigerFleet Driver

Log on

Please use access credentials sent to your email.

Email

Enter login email address provided by QLS.

Access Code

Enter your access code here
(This code is the last 4 digists of your licence).

Log in

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TigerFleet Driver

Pre-Start Check

Complete your Pre-Start Check and submit results to Management.

New Pre-Start

Click here to do your pre-start check.

Fuel Input

Report vehicle refueling to management.

New Report

Fault Report

Report vehicle fault to management.

New Report

Document Upload

Upload photo/scan of new documents, like renewed license or training certificate.

New Upload

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TigerFleet Driver

Pre-Start Check

Please select Vehicle (licence plate)

1JG4ML 123456

Enter your REGO here.

Please select Trailer(s) (licence plate)

Start typing plate num Odo/Hub

Enter the trailer REGO here.
If you carry a trailer/s

Please check all of the following items that apply to your vehicle (you can upload images of faults in the next section):

- ☒ Wheels, Tyres & Hubs (including spares) for adequate inflation, tread depth and integrity, and that each wheel is secure
- ☒ Bodywork & Structure (vehicle and trailer/s) for any defects or unsecured panels
- ☒ Lights & Reflectors are working and clean
- ☒ Engine, Driveline & Exhaust for leaks
- ☒ Oil, fuel, air, hydraulic and brake fluid for leaks
- ☒ Water (coolant) level

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TigerFleet Driver

"unsafe" to operate please record all faults below and contact your supervisor)

Fitness for Duty

- ☒ I declare that I am fit and sufficiently rested enough to drive
- ☒ I declare that I am free of drugs and alcohol
- ☒ I declare that I hold the required licence to operate this vehicle

Check and Tick all items.

Faults recorded

Please list any faults noted during the inspection

rear mirror broken

Record any faults here.

Upload Images of Vehicle and all faults

选取文件 未选择文件

Take a photo to upload here

Submit

Once photo is upload, click Submit to complete.

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INSTRUCTION - DELIVERY

1. Press "Start" on the **first job** of Radaro when you are **leaving the depot** (For Radaro driver only).
2. Ensure freight is **secure** and **tidy** on each delivery.
3. Ensure the customer **signed the POD** paperwork if delivered.
4. Ensure customers write down **the reason** if freight is being rejected.
5. Write down **the arrival time** if the store closes.
6. Use the **dolly** we provided to deliver **TVs above 85"**.
7. **Home delivery:** Fridges and other heavy items must be placed and moved using the **moving blanket** to avoid scratching or damaging the flooring. Trolleys are strictly prohibited for use on hardwood floors due to the risk of surface damage.

Consignment Note
Customer Copy

QLS **Logistics** **cycle**
Specialists in White and Green Goods
APPROVED - LOGISTICS - DELIVERY

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

Hisense

Page: 1 of 1

check consignment

CN # 01868087
Cust Ref: 0880843363

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

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

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

Phone: 08 8176 4000
Order No: 29666337

To Area
STHE

Comments: bi 3/7

check quantity

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

check model

Rejection reason
write down

Date and signed

Received in Good Condition

Print Name: UAD Signature: [Signature] Date: 3.7.20


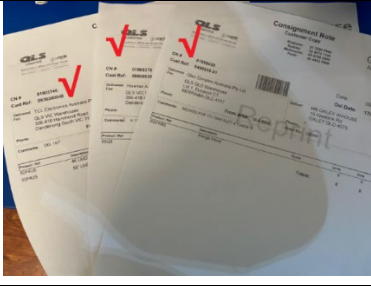
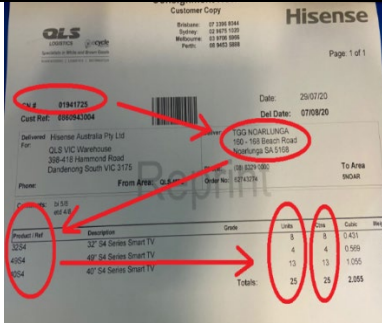

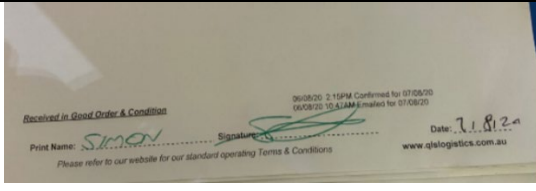

Please refer to our website for our standard operating Terms & Conditions

www.qslslogistics.com.au

3

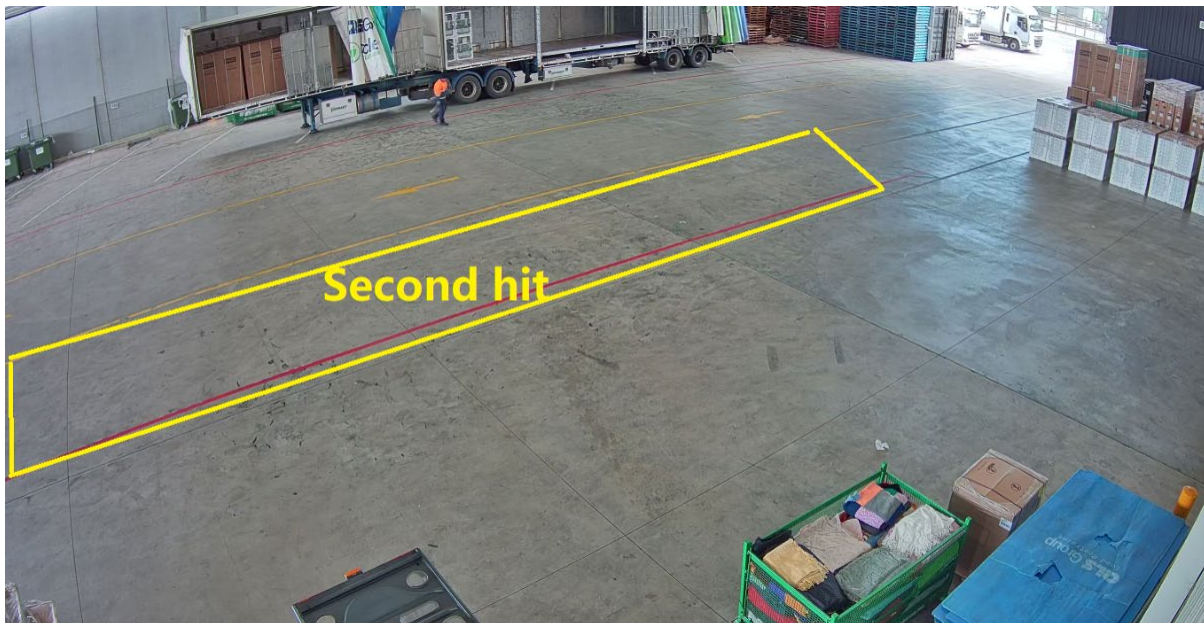
4 REJECTED.
STACKED HIGH & JAMMED IN.
2 TOPPED ON BACKS

INSTRUCTION – DELIVERY

<p>1. Park your truck safely at or near the delivery address/loading dock.</p>	
<p>2. Check that you have grabbed all your consignment/s for the customer.</p>	
<p>1. Review the consignment/s and consolidate consignment numbers, carton quantities, stock type, and customer name. (E.g., 5 x 55-inch Hisense TVs, 3 x TCL 42-inch TVs, 2 x Hisense Fridges.)</p>	
<p>2. Pick off and check items on the back of the truck.</p> <ul style="list-style-type: none"> • Ensure stock labels match customer name, Consignment/s numbers, and quantities. • Ensure stock labels match the carton description. 	 <p>Check all match</p>
<p>3. Begin to unload stock.</p>	
<p>4. Give consignment/s customer copy, and POD copy to the customer/Store person to check and sign the POD copy. Completed job on Radaro, uploaded related photos for evidence.</p>	
<p>5. If any issues arise, stock damage, customer/ store rejection, etc.</p> <ul style="list-style-type: none"> • Follow the relevant procedure. • If in doubt, contact the Transport office for instructions. 	<p>Whatsapp: 03 8783 1555</p>
<p>6. Secure remaining load and Vehicle for transit, file signed PODs for return. Depart for the next delivery.</p>	

INSTRUCTION - SECOND HIT

1. Call Office **8783 1555** half an hour before back to the depot.
2. Confirmed your **second hit manifest** and **loading area**.
3. Return your first hit manifest paperwork and **empty** your truck.
4. Your second hit loading area is most likely at the truck loading bay, Atlantic Drive.



INSTRUCTION - PICK UP JOBS

Consignment Note
Customer Copy

Hisense

Page: 1 of 1

CN # 01826990
Cust Ref: 0057133924

Delivered: Hisense Australia Pty Ltd
For: WCO Zh Lan
CASHIEL CT
BERWICK VIC 3806

Phone: From Area

Comments: b: 1/6

Product Ref Description
65R 65" LED TV

01826990
RA181259-00
Pickup From:
WCO Zh Lan
CASHIEL CT BERWICK VIC 3806

BERWICK

Hisense Australia Pty Ltd
65R
Grade: FAULTY

0057133924
1 of 1
Responsibly recycle your old TV & computer
www.ecyclesolutions.net.au
1300 432 925
Please refer to our website for our sites

CN # 01826954
Cust Ref: 006078954

Date: 11/06/20
Del Date: 17/06/20

Delivered: Hisense Australia Pty Ltd
For: WCO Zh Lan
CASHIEL CT
BERWICK VIC 3806

Phone: From Area

Comments: b: 1/6
replied - ok to proceed Test sent.

Product Ref	Description	Grade	Units	Ctns	Cubic	Weight
65R	65" LED TV		1	1	0.285	32
Totals:			1	1	0.285	32

Received in Good Order & Condition

15/06/20 1:51PM Confirmed for 16/06/20

Print Name: Signature: Date: / /

Please refer to our website for our standard operating Terms & Conditions

www.qlogistics.com.au

1. Pick up POD is a **yellow paper with a label**.
3. Ensure you place a **label** on the pick-up unit.

Product / Ref	Description	Grade	Units	Ctns	Cubic	Weight
EPC20075582 - 65K700UWD - L	Hisense AU_65K700UWD	FAULTY	1	1	0.026	35
Totals:			1	1	0.026	35

V. G. G. G.

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

Sighted by QLS

NAME: SIGN: DATE:

Driver Signature

- If you pick up **unboxed TVs**, make sure its properly **warp with blankets**.
4. If the TV **screen is smashed**, **refuse** to pick up and mark the reason on POD.
 5. Fill out the checklist box on the POD and sign it **all the time**.
 6. **DO NOT** pick up part RA.

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 Wei via WhatsApp and note on the POD.
- If the label has been put on the screen by the store, send a photo to Wei.
- Via WhatsApp and a 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.
- The 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.

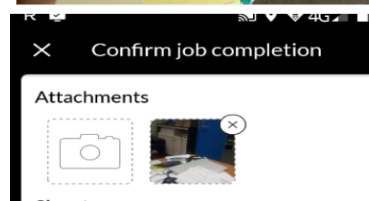
BRIGHTSIDE COLLECTION CHECKLIST		
• Does this unit contain damage	Y	/ N
if Circled yes - has photo been taken	Y	/ N
• Has this unit be wrapped with blankets	Y	/ N
• Does this unit include accessories	Y	/ N
if circled yes - please note		
<hr/>		
Driver	Signature	

INSTRUCTION - WARRANTY CHANGE OVER

1. You will receive 2 PODS for the WCO Job.
White color for delivery.
Yellow color with a label for pick-ups.
2. **The new unit is to be unpacked** and installed by drivers, including, if requested.
 - Putting TV on Stan/Legs.
 - Placing white goods in the 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 is fully secured.

Ask the customer to sign both the delivery and pick-up POD for evidence.
4. Place picks up's label onto the packaging and take photos. **The photos must clearly show that the faulty unit goes into the new unit's packaging with a pick-up label.**

If the driver comes across a damaged or faulty unit, the driver is to take photos of the damage.
5. Upload photos through Radaro with POD photos. Or upload photos through WhatsApp with paperwork in a photo.



INSTRUCTION - KOGAN PREMIUM SERVICE

1. You will receive 1 extra **checklist with a Recycling label**.
2. Delivery of the new unit to the customer's premises.
3. **Unpack** the new unit, remove the packaging.
4. Remove the old unit if the customer doesn't want to keep it, and **place the recycling label on the old unit**.
5. Fill out the checklist box on POD and sign.
6. Bring back the old unit and packaging to the 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?

place on old unit

If Premium please confirm the work to be completed-

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

Tick and sign

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

INSTRUCTION – GRILL KING DELIVERY

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

Delivery without issue:

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

Customer rejected by reasons:

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

No one home:

1. Take a photo of the front door and upload it to Radaro, if 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:		Phone:	61407480711
From Area:	QLS-SYD	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

INSTRUCTION - BACK TO DEPOT (HAMMOND ROAD)

1. Drop off RAs in the designated area.
2. Drop off all rejected units **inside** the warehouse.
3. Drop off all rejected units **inside** the container after hours
4. Drop off the poly bags inside the poly room.
5. Clean your truck when you empty it.
6. Return all paperwork to the compliance office.

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



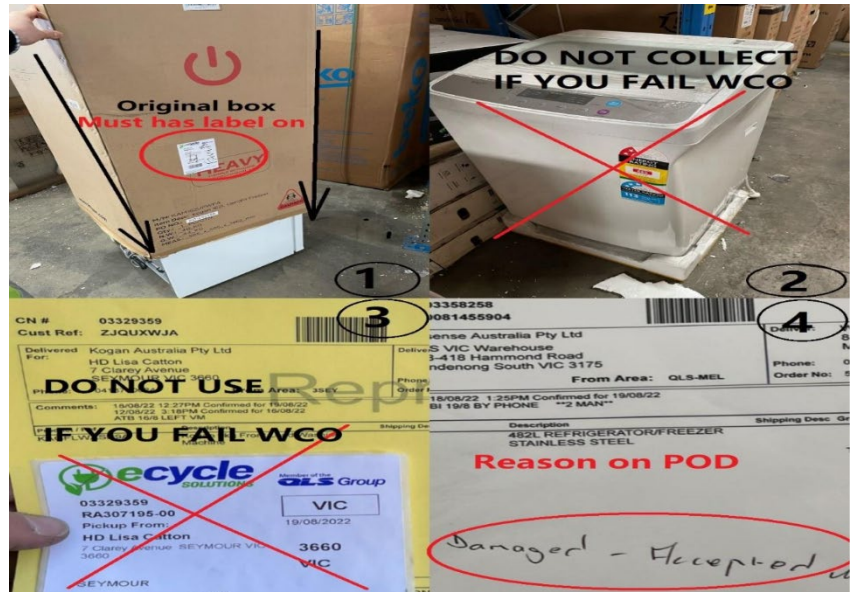


INSTRUCTION - BACK TO DEPOT (HAMMOND ROAD)

- * Important notes to all Subbies & drivers, Failure to follow below may result in \$\$ claim
(No units should ever be returned to QLS without labels.)

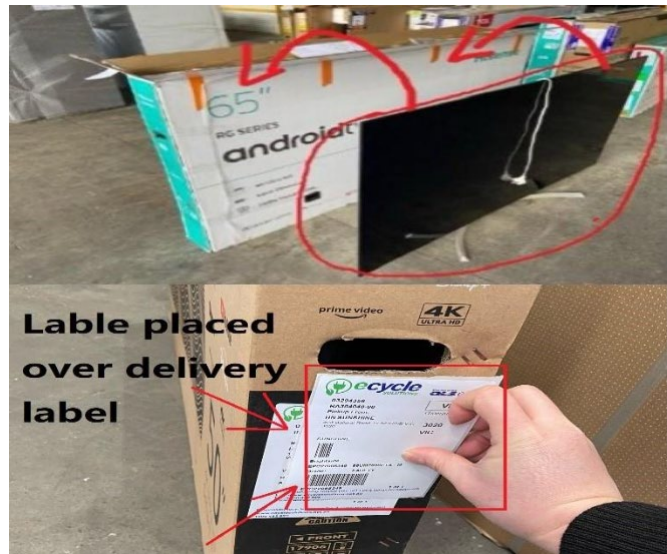
WCO FAILED - REPLACEMENT ITEM DAMAGED

- Replacement Item to be Returned in Original Box.
- The label for the Returns **Team to Scan** is on the Original Box.
- Do Not Collect Faulty Item.
- Do Not use a Faulty Item Label.
- Reason for Failure to Be Noted on All Paperwork.



WCO SUCCESSFUL

- Return the Unit to Be Returned in the New Item Box.
- Faulty Item Label Placed Over Delivery Label.
- The label for the Returns **Team to Scan** is on the **Original Box**.



INSTRUCTION - BACK TO DEPOT (HAMMOND ROAD)

ALL COLLECTIONS

- Item to Have a Supplied Label on It If Not in the Box.
- Item To be Inspected for Damage & Checklist Completed.
- Item to Be Wrapped in a Blanket & Secured.
- Box to Have a Supplied Label on It, If in the Box.
- **“Suitable for Recycle”** label is only for recycling & scrap units.
- The label for the Returns **Team to Scan Is on the Box OR the Item.**



Premium Failed - item found damaged.

- Item to Be Returned in Original Box.
- The label for the Returns Team to Scan is on the Original Box.
- Do Not Collect Faulty Item.
- Do Not use a Faulty Item Label.
- Reason for Failure to Be Noted on All Paperwork.

Premium Successful.

- Item to Have a Supplied Label on It If Not in the Box.
- Box to Have a Supplied Label on It, If in the Box.
- The label for the Returns **Team to Scan is on the Original Box.**


ALL SAMSUNG & HNCD ARE PREMIUM

ECYCLE SOLUTIONS E-WASTE & EPS PROCESSING

READING A CONSIGNMENT NOTE & FOLLOWING DELIVERY/PICK-UP INSTRUCTIONS

- A Consignment Note is raised by customer service for each order placed by an Ecycle customer.
- Each consignment will have a collection address and a delivery address.
- Pick-up orders will have the collection address on the left-hand side and the delivery address (most often a QLS depot) on the right-hand side of the top table.
- Delivery orders will have the collection address as the QLS depot of origin on the left-hand side and the delivery address on the right-hand side of the top table.
- CN (Consignment Number) will always be located above the table on the left-hand side of the page.
- A delivery date will always be present above the table on the right-hand side and is set by transport when an order is manifested.
- In the second table, there will be notes that MUST be adhered to for each individual customer. These can include business hours, delivery instructions, and if additional equipment (e.g., Pallet jack) is required on site to be loaded before leaving the QLS depot.
- Below the top tables are the items to be collected or delivered. Notes may be handwritten in the available space below the item lines if needed.
- At the bottom of the CN, you will find pre-allocated sections for a printed name, signature, and date for each delivery or collection. A POD is not considered complete without these three pieces of information.

Consignment Note
 Printed Copy




Specialists in White and Brown Goods
Household Appliances | Logistics | Installation

Brisbane: 07 3171 2444
 Sydney: 02 9678 1020
 Melbourne: 03 9706 5955
 Perth: 08 9463 5888

Page: 1 of 1

CN # 03777961
Cust Ref: 61976A



Date: 28/04/23
Del Date: 05/05/23

<p>Delivered For: ECYCLE SOLUTIONS PTY LTD QLS NSW Warehouse 421-427 Flushcombe Rd BLACKTOWN NSW 2148</p> <p>Phone: From Area: QLS-SYD</p>	<p>Deliver: DOM BELROSE (WAREHOUSE) 4-26 Narebang Way BELROSE NSW 2085</p> <p>Phone: Order No: 61976A To Area: 2BELR</p>
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Comments: REVERSE RUN REQUIRED
 9:00AM-5:00PM (MON-FRI)
 01/05/23 8:55AM Confirmed for 05/05/23

Product / Ref	Description	Shipping Desc	Grade	Units	Ctns	Cubic	Weight
EPS Bags	EPS Bags			20	4	0.600	20
Totals:				20	4	0.600	20

Received in Good Order & Condition

Print Name: _____ **Signature:** _____

Please refer to our website for our standard operating Terms & Conditions

01/05/23 8:55AM Confirmed by 05/05/23
 02/04/23 1:30PM Initiated by 02/05/23

Date: _____

www.qlslogistics.com.au

COMPLETING PROOF OF DELIVERY


Paperwork must be handed to the contact person at EVERY delivery/collection site and signed for accuracy.

- Manual changes can be made to the item lines by placing a single line strike through the existing quantity and legibly writing in the adjusted amount. These must be accompanied by a note justifying the change in the empty space below the line items.
- A name must be printed, and a signature provided for each individual consignment note. The date must be entered at the time of collection/delivery.
- All PODs must be submitted at the end of the day for processing.

NB: PODs with no signature and/or no printed name will not be considered completed and will be rejected.

Consignment Note

Printed Copy




Specialists in White and Brown Goods
Warehouses | Logistics | Distribution

Brisbane: 07 3171 2444
Sydney: 02 9675 1020
Melbourne: 03 9706 5966
Perth: 08 9453 5888

Page: 1 of 1

CN # 03777961
Cust Ref: 61976A



Date: 28/04/23
Del Date: 05/05/23

Delivered For: ECYCLE SOLUTIONS PTY LTD QLS NSW Warehouse 421-427 Flushcombe Rd BLACKTOWN NSW 2148		Deliver: DOM BELROSE (WAREHOUSE) 4-25 Narabang Way BELROSE NSW 2085	
Phone:	From Area: QLS-SYD	Phone: Order No: 61976A	To Area: 2BELR
Comments: REVERSE RUN REQUIRED 9:00AM - 5:00PM MON-FRI 01/05/23 6:55AM Confirmed for 05/05/23			

Product / Ref	Description	Shipping Desc	Grade	Units	Ctns	Cubic	Weight
EPS Bags	EPS Bags			10 28	4	0.600	20
Totals:				20	4	0.600	20

25/23 10 bags rejected due to damage MB

Received in Good Order & Condition

Print Name: Mandy

Please refer to our website for our standard operating Terms & Conditions

01/05/23 6:55AM Confirmed for 05/05/23
28/04/23 1:10PM Emailed for 02/05/23

Signature: [Signature]

Date: 2.15.23

www.qlslogistics.com.au

SUBMITTING COMPLETED PAPERWORK

- Once your run is complete and you return to the depot, all completed paperwork is to be submitted to the transport office in your relevant state.
- Transport will then scan all completed paperwork by 12 pm the following day.
- All manual dockets will be scanned and sent through to Customer Service by 12 pm on the day following the driver's return to the depot.
- Only paperwork filled in correctly will be accepted by transport and customer service.
- It is the responsibility of the driver to ensure all paperwork is completed to the prescribed standard before leaving the delivery/collection site.
- All consignments that have not been fulfilled or have been partially fulfilled require notes in order to provide a clear and evident trail of service attempts.

MANUAL DOCKETS

FILLING IN MANUAL DOCKETS

- Where no Consignment note has been issued, all drivers must collect bags from stores using manual dockets when there is space on their truck to do so.
- Each truck is equipped with a manual docket book. It is the responsibility of the driver to ensure the book is in the truck before departure from the depot at the beginning of the run.

NB: Reverse runs are at the driver's discretion as to whether additional bags can be accommodated along with the bags already scheduled to be collected on the run.

- Each manual docket must include:
 1. Date of Collection
 2. Store name (located on your consignment note)
 3. Completed address including street number, name, suburb, and postcode
 4. Store Contact Person
 5. QLS Driver Name
 6. Item and amount being collected
- The pink slip is carefully removed from the docket book and left with the store.
- The white slip is carefully removed and submitted to transport upon return to the depot.
- White copies are scanned and sent to customer service no later than 12 pm the following day.
- A yellow slip is left in the book for auditing.

Alert your transport manager immediately if your docket book has fewer than 5 blank order slips until empty to ensure you always have enough slips left for each run.

ecycle SOLUTIONS **QLS Group**

COLLECTION RECEIPT Docket No: **06547**

DATE:	03/05/2023
STORE:	Ecycle Solutions (Hammond Rd)
ADDRESS:	398-418 Hammond Rd, Dandenong 3th BRTS
CONTACT:	Amanda Bowles
QLS DRIVER:	Tina Tricke
LARGE BINS QTY:	
SMALL BINS QTY:	
PALLET RETAINER QTY:	
ESP BAG QTY:	7 bags Collected

ECYCLE SOLUTIONS, 63-65 Pound Road West, Dandenong South, VIC. 3175 T: 03 9706 5966 F: 03 9706 4138

QLS (NSW) 18 Raffles Glade, Eastern Creek NSW. 2766. T: 02 9675-1020 F: 02 9675-7331

QLS (QLD) 41 Inghams Place, Hemmant, QLD. 4174. T: 07 3396 8044. F: 07 3396 9055

QLS/CAFFI (WA) 24 Marriott Road, Jandakot WA 6164. T: 08 9453 5888 F: 08 9453 5899

ecycle SOLUTIONS **QLS Group**

COLLECTION RECEIPT Docket No: **06547**

DATE:	03/05/2023
STORE:	Ecycle Solutions (Hammond Rd)
ADDRESS:	398-418 Hammond Rd, Dandenong 3th BRTS
CONTACT:	Amanda Bowles
QLS DRIVER:	Tina Tricke
LARGE BINS QTY:	
SMALL BINS QTY:	
PALLET RETAINER QTY:	
ESP BAG QTY:	7 bags Collected

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ADDRESS:	398-418 Hammond Rd, Dandenong 3th BRTS
CONTACT:	Amanda Bowles
QLS DRIVER:	Tina Tricke
LARGE BINS QTY:	
SMALL BINS QTY:	
PALLET RETAINER QTY:	
ESP BAG QTY:	7 bags Collected

ECYCLE SOLUTIONS, 63-65 Pound Road West, Dandenong South, VIC. 3175 T: 03 9706 5966 F: 03 9706 4138

QLS (NSW) 18 Raffles Glade, Eastern Creek NSW. 2766. T: 02 9675-1020 F: 02 9675-7331

QLS (QLD) 41 Inghams Place, Hemmant, QLD. 4174. T: 07 3396 8044. F: 07 3396 9055

QLS/CAFFI (WA) 24 Marriott Road, Jandakot WA 6164. T: 08 9453 5888 F: 08 9453 5899

SUBMITTING COMPLETED MANUAL DOCKETS

- Upon your return to the depot at the end of the run, all completed white slips must be submitted to the transport office in your relevant state.
- Incomplete manual dockets will not be accepted.
- Completed white slips will then be scanned and sent to customer service no later than 12 pm the following business day.

NB: All unscheduled collections MUST have a manual docket completed to ensure accurate reporting. This is an obligation under our contracts with Harvey Norman, TGG, and JB Hi Fi, as well as being a regulatory requirement for the NTCRS.

- Drivers are responsible for alerting their transport manager to all unscheduled collections (manual dockets) made during their run.

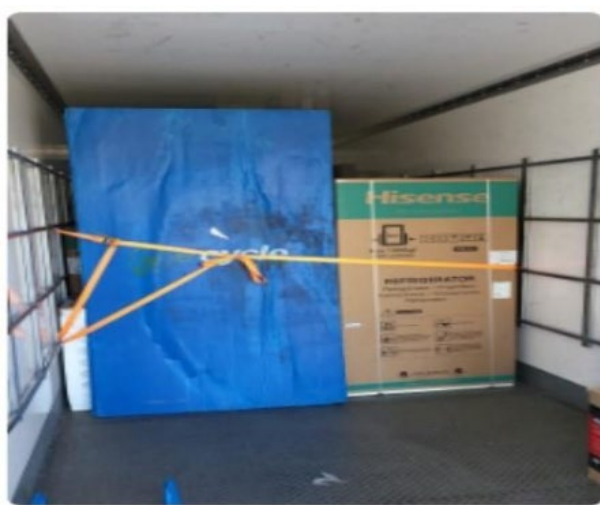
PROOF OF INCOMPLETE RUN

PROOF OF CAPACITY DEFICIT IN TRUCK

- Should you arrive at a scheduled stop and not have room in your truck for the total ordered quantity for collection, a note must be placed on the consignment note along with the date outlining the reason for the refusal.
- A photo must be taken of the bay of your truck to attach to the collection attempt trail in the weekly reporting for stores, as well as kept in the Futile Register to assess if a store must be put on a reverse run.
- Photos must be submitted at the end of your run via email to orders@ecyclesolutions.net.au with the subject line *Out of Room- date- stores impacted*.

NB: Vic Drivers can continue to submit photos via WhatsApp


- Every effort must be made to collect as much as possible, even if it is not the full quantity of the order. Amendments can be made to the consignment using the process outlined above in 1.2 Completing Proof of Delivery.
- Futile Collections without a reason and photo will be rejected by transport and marked as incomplete – driver error in the Futile Register.



PROOF OF WET BAGS

- Should you arrive at a scheduled stop and the bags scheduled for collection are wet, a note must be placed on the consignment note along with the date outlining the reason for the refusal.
- Every effort must be made to collect as much as possible, even if it is not the full quantity of the order. Amendments can be made to the consignment using the process outlined above in 1.2 Completing Proof of Delivery.
- Futile Collections without a reason will be rejected by transport and marked as incomplete – driver error in the Futile Register.

Consignment Note
Printed Copy



Brisbane: 07 3171 2444
 Sydney: 02 9675 1020
 Melbourne: 03 9706 5996
 Perth: 08 9453 5888

Page: 1 of 1

CN # 03765204
 Cust Ref: 61928

Date: 20/04/23
 Del Date: 03/05/23

Delivered For: ECYCLE SOLUTIONS PTY LTD HN PRESTON 121 Bell Street Preston VIC 3072 Phone: (03) 9269 3300	Deliver: QLS VIC Warehouse 398-418 Hammond Road Dandenong South VIC 3175 Phone: Order No: 09161327-00	From Area: 3PRE To Area: QLS-MEL
--	--	-------------------------------------

Comments: 02/05/23 11:19AM Confirmed for 03/05/23
MILK RUN

Product / Ref	Description	Shipping Desc	Grade	Units	Cms	Cubic	Weight
FULL EPS BAGS	FULL EPS BAGS			3	10	20.160	70
FULL BIN	FULL ECYCLE BIN			2	2	4.917	800
Totals:				12	12	25.077	870

Reprint

4/5 - Unable to collect bags as they are wet
 OR
 4/5 - Only collected 3 bags as the rest were wet

Received in Good Order & Condition
 02/05/23 11:19AM Confirmed for 03/05/23

Print Name: Nancy Signature: [Signature] Date: 4.5.23

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

PROOF OF INACCESSIBLE SITE & SITE OBSTRUCTIONS

- Should you arrive at a scheduled stop and the bags scheduled for collection are blocked or the area is unsafe, a note must be placed on the consignment note along with the date outlining the reason for the refusal.
- A photo must be taken of the obstruction/hazard attached to the collection attempt trail in the weekly reporting for stores, as well as to send to the customer to alert them to the hazard and ensure it is cleared for the reattempt.
- Photos must be submitted at the end of your run via email to orders@ecyclesolutions.net.au with the subject line *Hazard/Obstruction- date- store impacted*.

NB: Vic Drivers can continue to submit photos via WhatsApp if set up

- Every effort must be made to collect as much as possible, even if it is not the full quantity of the order. Amendments can be made to the consignment using the process outlined above in 1.2 Completing Proof of Delivery.
- Futile Collections without a reason will be rejected by transport and marked as incomplete – driver error in the Futile Register.



DRIVER RAN OUT OF TIME

- Should you run out of time to complete a scheduled stop: a note must be placed on the consignment note, along with the date and time, outlining the reason for the refusal to attach to the collection attempt trail in the weekly reporting for stores as well as kept in the Futile Register to assess if a store must be put on a reverse run.

Consignment Note
Printed Copy

QLS
Logistics
Specialists in White and Brown Goods
Wholesalers • Exporters • Importers

Brisbane: 07 3171 2444
Sydney: 02 9876 1000
Melbourne: 03 9706 9999
Perth: 08 9433 9999

Page: 1 of 1

CH # 03765204 Date: 20/04/23
Cust Ref: 61928 Del Date: 03/05/23

Delivered: ECYCLE SOLUTIONS PTY LTD Deliver: QLS VIC Warehouse
For: HN PRESTON 398-418 Hammond Road
121 Bell Street Dandenong South VIC 3175
Preston VIC 3072
Phone: (03) 9289 3300 From Area: SPB To Area: QLS-MEL
Phone: 03 6127 00

Comments: 03/05/23 11:18AM Confirmed for 03/05/23
MLA RUN

Product / Ref	Description	Shipping Desc	Grade	Units	Crate	Crate	Weight
FULL EPS BAGS	FULL EPS BAGS			10	10	20.160	70
FULL BIN	FULL ECYCLE BIN			2	2	4.917	800
Totals:				12	12	25.077	870

4/5- Ran out of time. Unable to complete
4:55pm

Received in Good Order & Condition 03/05/23 11:18AM Confirmed for 03/05/23

Print Name: _____ Signature: _____ Date: ____/____/____
Please refer to our website for our standard operating Terms & Conditions www.qlslogistics.com.au

- Futile Collections without a reason will be rejected by transport and marked as incomplete – driver error in the Futile Register.

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 the termination of the contract.

CLEANLINESS

The outside of the unit (weather permitting) is to be washed/cleaned once per week, as the 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 with respect to documenting all relevant details.

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

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 Hammond Road, including but not limited to:

- SIGNED PODs 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 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 may arise, whether an injury occurs or not.

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

ACCIDENT PROCEDURES

In the event of an accident while contracted to QLS, the driver must contact QLS's primary contact for accidents and compliance, **Iain/Wei**, 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:
 - Consignment/manifest number.
 - Product details.
 - Number of pallets/cartons damaged.
 - Supply as many images as possible of the scene and the 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 of 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.

The accident report form/QR code needs to be completed.

CODE OF CONDUCT

DRIVER & VEHICLE PRESENTATION

- Vehicles must be maintained in a clean and good condition, free from contaminants.
- The driver's 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 the 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 testing 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 should refer back to the relevant QLS manager.

FREIGHT SECURITY

- Subcontractors must ensure that all loads are appropriately secured for safe travel in accordance with 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.

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 for 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.

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:												
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	3:15	3:30	3:45	4:00	4:15	4:30	4:45	5:00	5:15	5:30	5:45
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	6:15	6:30	6:45	7:00	7:15	7:30	7:45	8:00	8:15	8:30	8:45
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	9:15	9:30	9:45	10:00	10:15	10:30	10:45	11:00	11:15	11:30	11:45
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

MANUAL HANDLING 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

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.

In most circumstances, the capacity of a team during a lift is reduced by between 10 and 20 per cent for a two-person lift and by more than that for a team of three or more.

e.g. two-person lift with each person lifting 25kg in ideal conditions would mean that a total of 40kg load could be safely lifted.

Three-person lift: 60kg load

Four-person lift: 80kg load

(Reference: Code of Practice for Manual Handling No. 25, 20 April 2000)

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, and down.
- Make sure that everyone knows what to do when they hear the command.
- Follow the commands given by the team leader.
- Practice team lifting and carrying together before attempting the task.



QLS STACKING/ LOADING RULES & EXAMPLES 1 PERSON TRUCK

Loaders are to load the heaviest items on the bottom, and to lightest items to the top.

A weight limit line has been added to each vehicle/trailer at 1.9 meters from the floor.

Above which, no items over 25kg can be loaded.

Diagram (10 – 14 Pallet Rigid Truck)

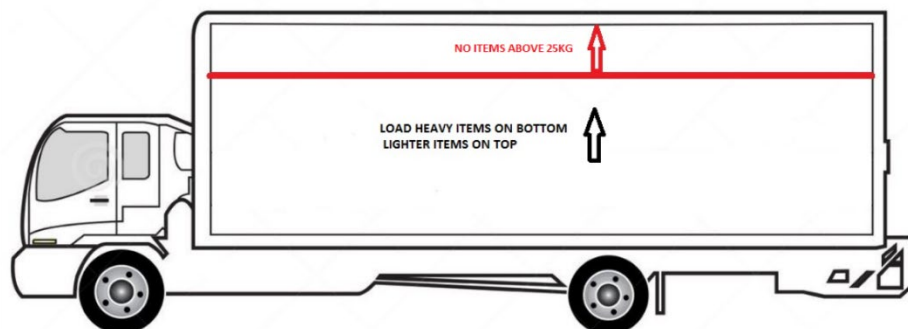


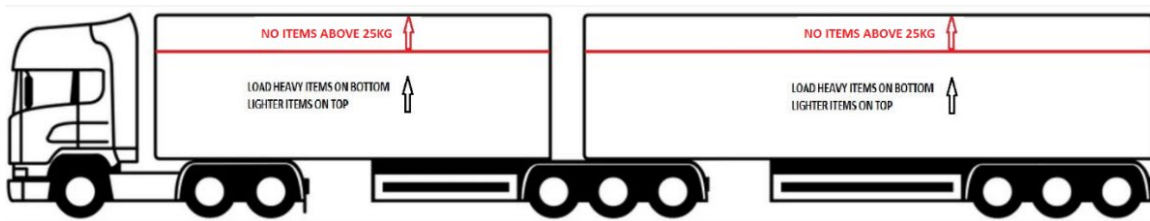
Diagram (Pantech Trailer)



Diagram (14 Pallet Rigid & Dog Trailer)



Diagram (B'Double & Road Train Pantech Trailer Set)



Loading Photo (1- Person Truck.)



If the load does not fit within the loading/Stacking rules, you must notify your supervisor or manager for assistance before proceeding.

Loading Supervisors/Managers are authorised to remove orders from loads to reduce load size for safety & compliance.

Photograph any unsafe load to the compliance manager, Wei, and correct instructions will be given by the QLS management team.

QLS STACKING/ LOADING RULES & EXAMPLES 2-PERSON TRUCK

Loaders are to load the heaviest items on the bottom, and to lightest items to the top.

A weight limit line has been added to each vehicle/trailer at 1.9 meters from the floor.

Above which, no items over 40kg *can be loaded*.

Diagram (10 – 14 Pallet Rigid Truck)

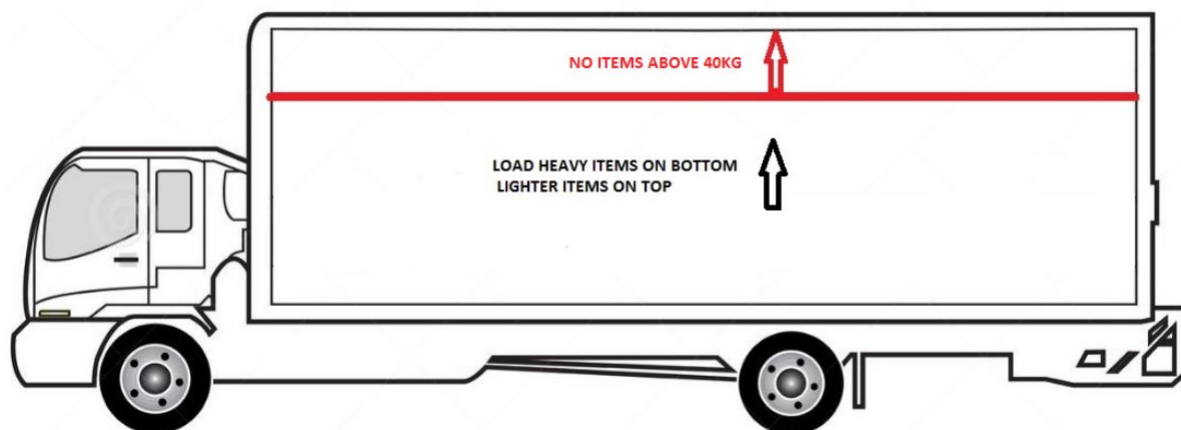


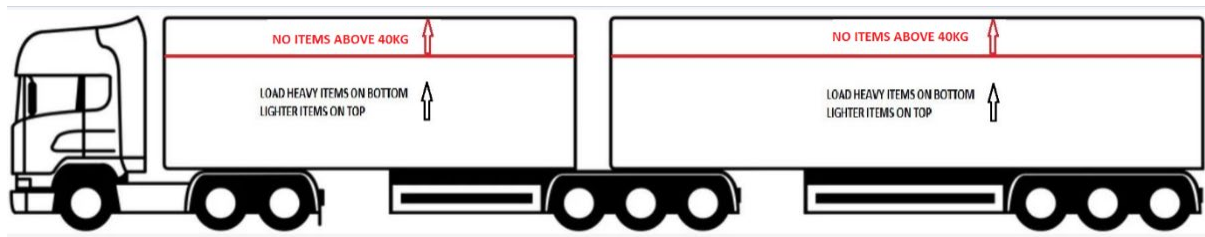
Diagram (Pantech Trailer)



Diagram (14 Pallet Rigid & Dog Trailer)



Diagram (B'Double & Road Train Pantech Trailer Set)



Loading Photo (2-Person Truck.)



If the load does not fit within the loading/Stacking rules, you must notify your supervisor or manager for assistance before proceeding.

Loading Supervisors/Managers are authorised to remove orders from loads to reduce load size for safety & compliance.

If in doubt about any part of this procedure, please discuss with your manager.

Photograph any unsafe load to the compliance manager, Wei, and correct instructions will be given by the QLS management team.

SINGLE PERSON UNLOADING

1-person using a hand trolley:



1 person using a dolly:



1 person lifting a small item:



2-PERSON UNLOADING

2 people using a hand trolley:



2 people using 2 dollies:



2 people lifting a heavy item:



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

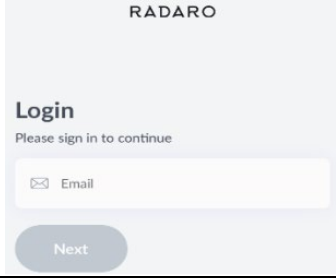
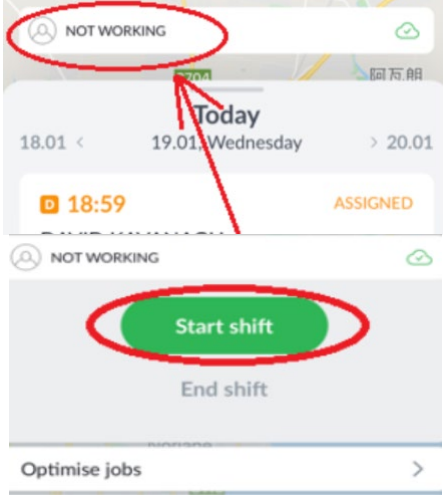
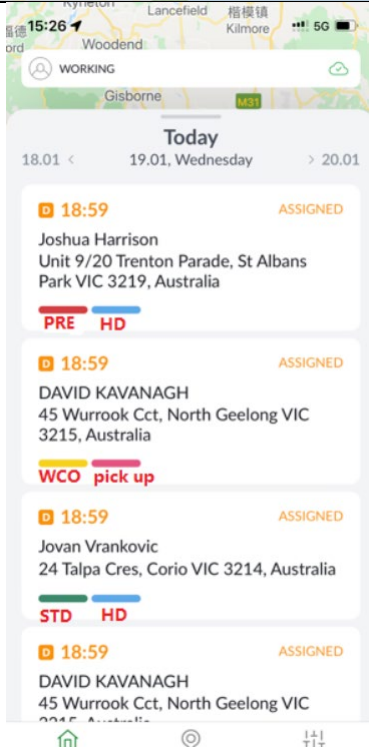
Poorly loaded or inadequately restrained loads may cause injuries and fatalities when:

- 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

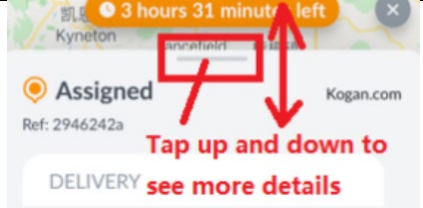

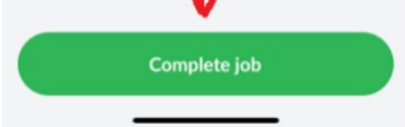
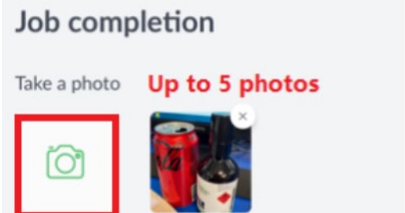
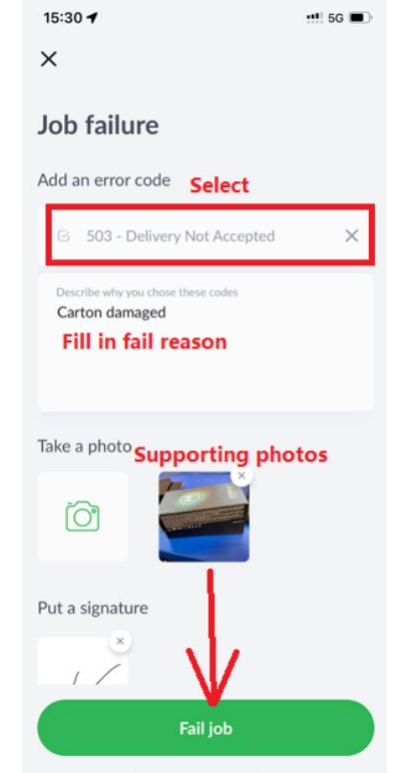
Driver responsibilities	Operator responsibilities
<p>Before starting and throughout a journey, drivers should ensure that they:</p> <ul style="list-style-type: none"> • Do not drive on a road when a heavy vehicle or its load does not comply with the loading requirements for that vehicle. • Carry out periodic checks to ensure the load hasn't shifted and is still secure. <p>Check at every drop to ensure it meets the requirement !!!</p>	<ul style="list-style-type: none"> • 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

RADARO STANDARD OPERATING PROCEDURE

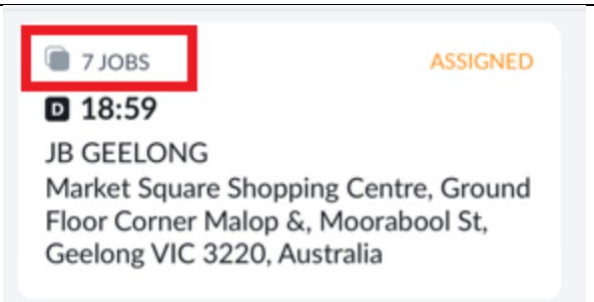
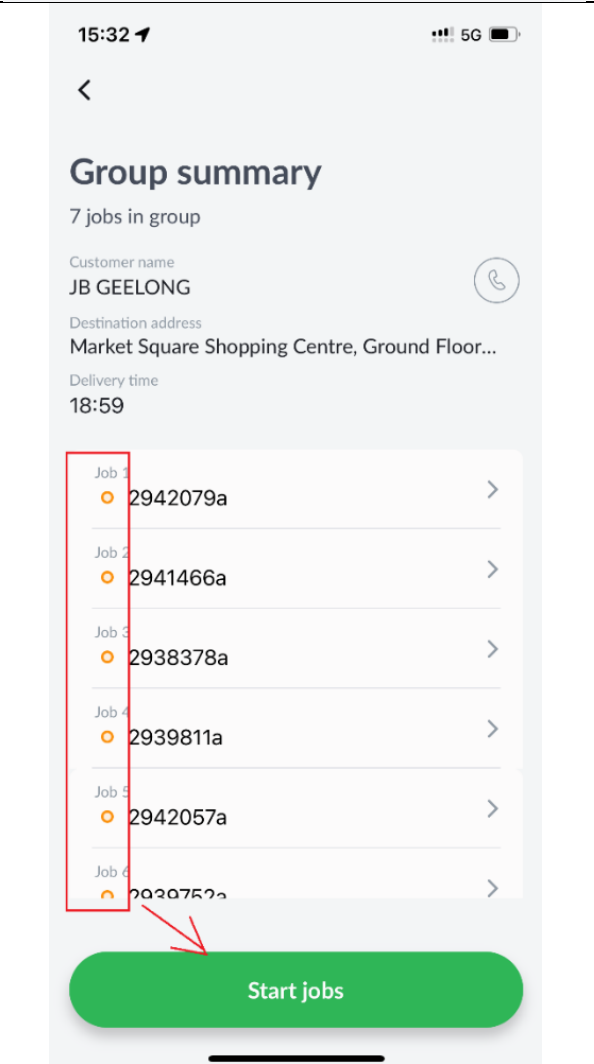
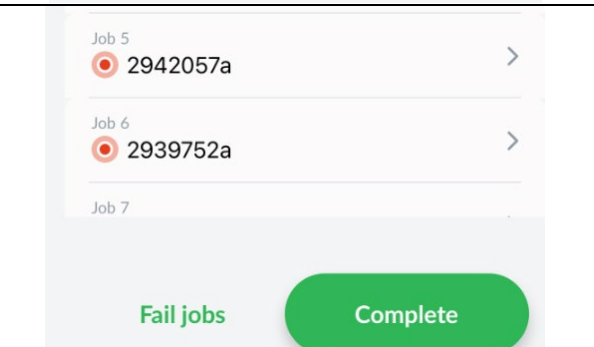
PRE-START YOUR TRIP

<p>Enter your login username and password on Radaro.</p> <p>*Ensure your Radaro app is the latest version. (If you don't know, contact your manager for an update.)</p> <p>*Ensure the battery saver model turns off on your phone; otherwise, it may affect your GPS route.</p>	
<ul style="list-style-type: none"> Click “not working” at the top to start the shift. *If you start from home, press “Start Shift” when you leave. *If you start from the yard, press “Start Shift” when you arrive at work. 	
<ul style="list-style-type: none"> 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. <p>*The colour on the jobs overview may help you understand the job description.</p> <ul style="list-style-type: none"> BLUE – Home delivery RED – Kogan Premium (may include collecting old unit and rubbish) GREEN – Kogan standard YELLOW – WCO (Pick up old unit, deliver new unit) PINK – Pick up jobs 	

ON BOARD

<p>To see more details, tap up and down on this button.</p> <p><i>This will show you the type of delivery and if there are any special requirements for the job.</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 if you're 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 if you're not sure.</i></p>	
<p>You will then be asked to capture a photo.</p> <p>Press the camera outline and take the photo, select 'Take a Photo', and take an image of the delivery.</p> <p><i>*This will help you keep evidence of any issues 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. • Fill in the reason, Carton damage, etc. • Take a photo for evidence. • Press the "Fail job" button. 	

STORE DELIVERY

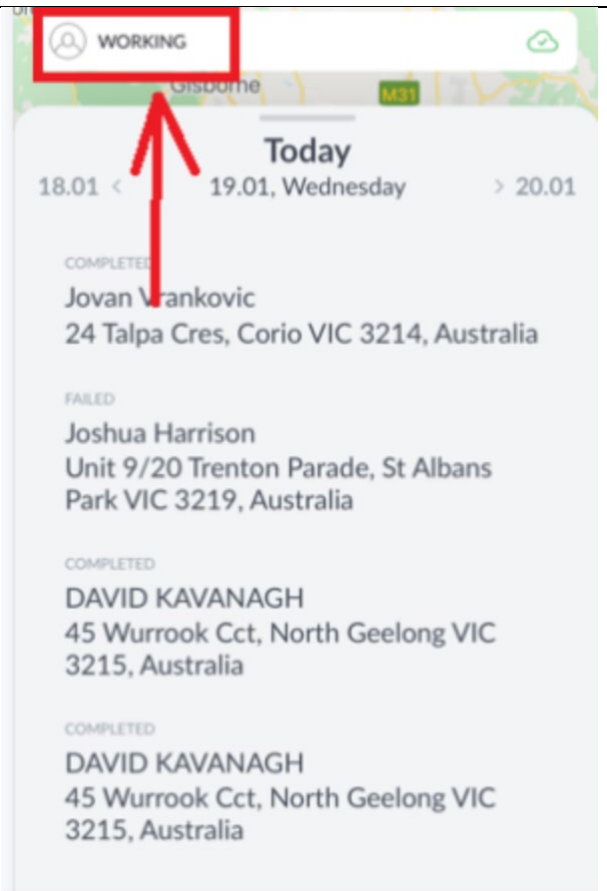
<p>In the new version of Radaro, multiple consignments will combine into 1 group job.</p> <p><i>E.g., if you have 7 consignments to JB Geelong, it will show 7 jobs in this job group.</i></p>	
<p>Press 'Start jobs' BEFORE you begin driving to the job.</p> <p><i>*It will automatically start all the consignments/jobs together in this group.</i></p>	
<p>If it was not a successful delivery, click 'Fail jobs'.</p> <p><i>*You can fail the consignments/jobs individually if part delivery, then press complete. (It will automatically complete the rest of the jobs you've done).</i></p> <p><i>*Remember to take photos for each consignment/job for evidence.</i></p>	

FINISH TRIP

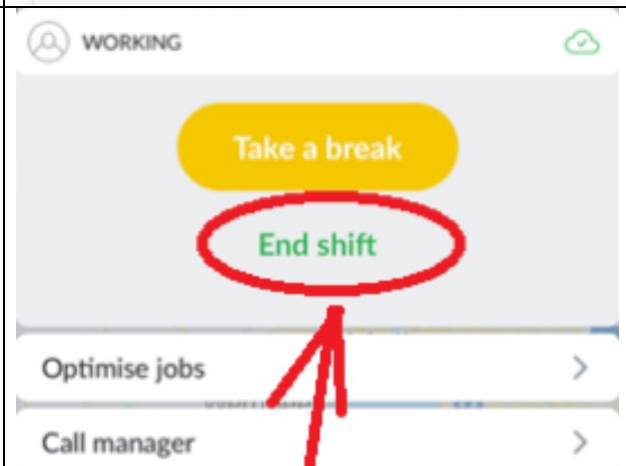
Once you have completed all your jobs, you will see no more active jobs listed.

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

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



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



DRIVER FREQUENTLY ASKED QUESTIONS & 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 8783 1555 urgently, as I will have to move on in 15 minutes and your delivery will need to be rescheduled for another day.

Wait 10 minutes, and 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 rescheduled on another truck with a jockey/helper. The office will be in contact with you to advise when the next available 2-person truck is in your area. Or you can call 8783 1555 directly for more information & options.

2-person job & the customer wants/needs to help.

The driver has the right to refuse customer help if he/she believes it is unsafe. If it’s agreed that the customer helps, the driver needs to record on the office consignment. **“The customer has requested/agreed to assist with the delivery.” The customer MUST sign the paperwork before helping. It is preferred that customers do not help due to injury insurance concerns.**

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.

The office is not answering my call or WhatsApp message.

Call the staff below:

Bookings Stores & Country	Ariana	0498195053	(6:00 am -3:00 pm)
Fleet Controller Metro	Naomi	0481374886	(7:30 am -4:30 pm)
Bookings TAS & Metro Bulk	Iain	0417321951	(8:00 am -5:00 pm)
Kogan Scheduler Metro	Leigh	0411821754	(8:00 am -4:30 pm)
Moonstar TP Manager	Adam	0410562705	(Any Time)

I am unable to work. Sick or running late to start work.

As soon as possible, you **must** contact your manager or Iain at 0417 321 951. Leave a message if no answer, regardless of the time of day.

I need to organise a day off.

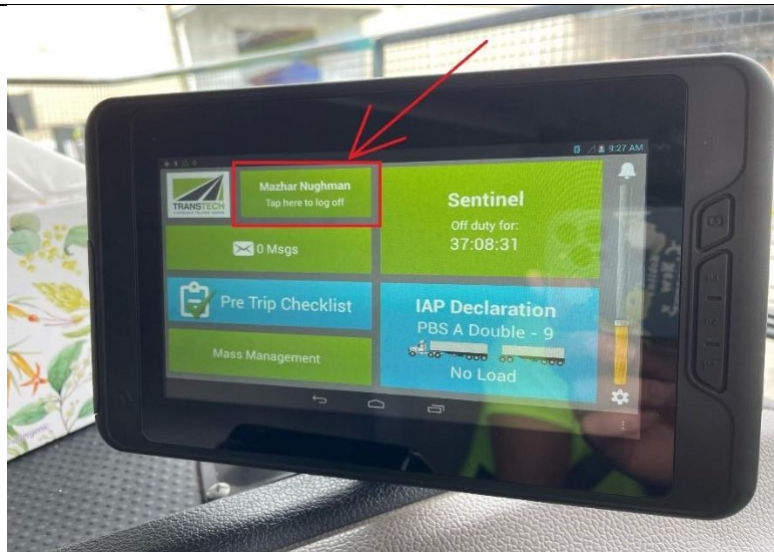
Under the independent contractor agreement, the contractor is responsible for ensuring they have a relief driver available to maintain their vehicles' availability for work.

QLS understands this is not always possible, and in these cases. QLS will do its best to accommodate Moonstar and independent contractor requests for planned time off it may not always be possible. The earlier the notice, the better.

TN360 DEVICE DRIVER GUIDE

Step 1:

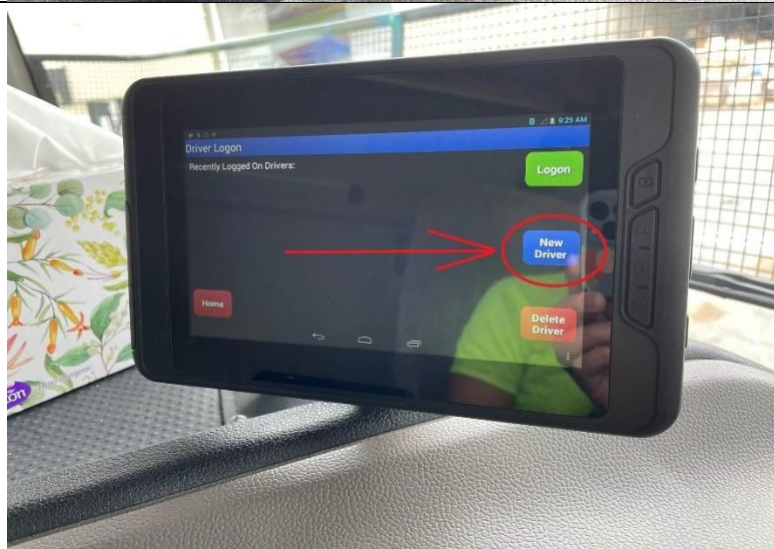
Tap to log on button.



Step 2:

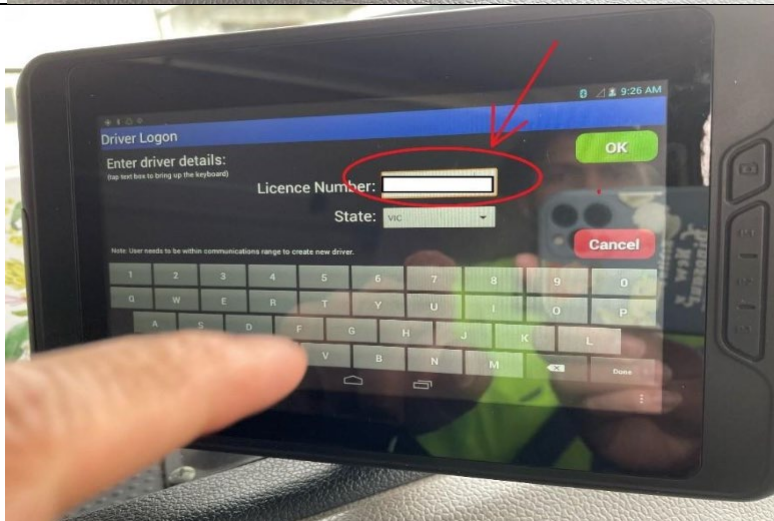
If you are first time to use in this truck, press the New Driver button.

If you are a regular driver in this truck, go to Step 4.



Step 3:

Enter your Licence number, select your Licence State, then press Ok.



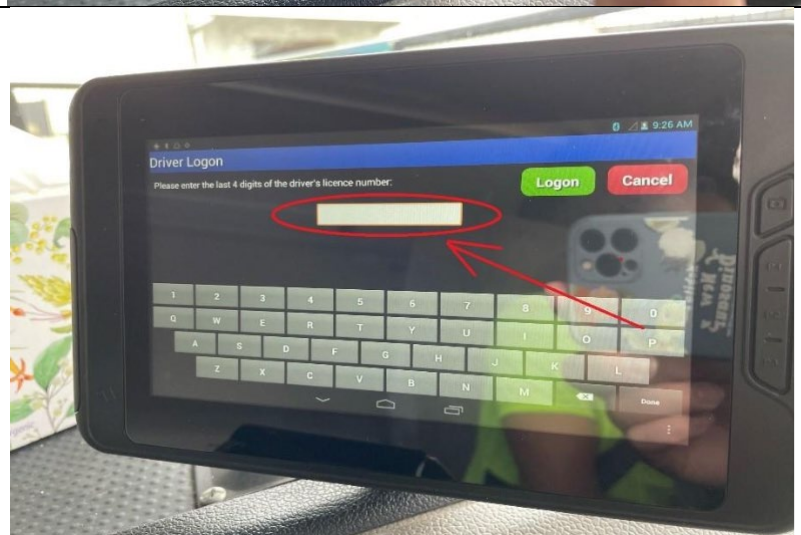
Step 4:

Select your name, then press Logon.



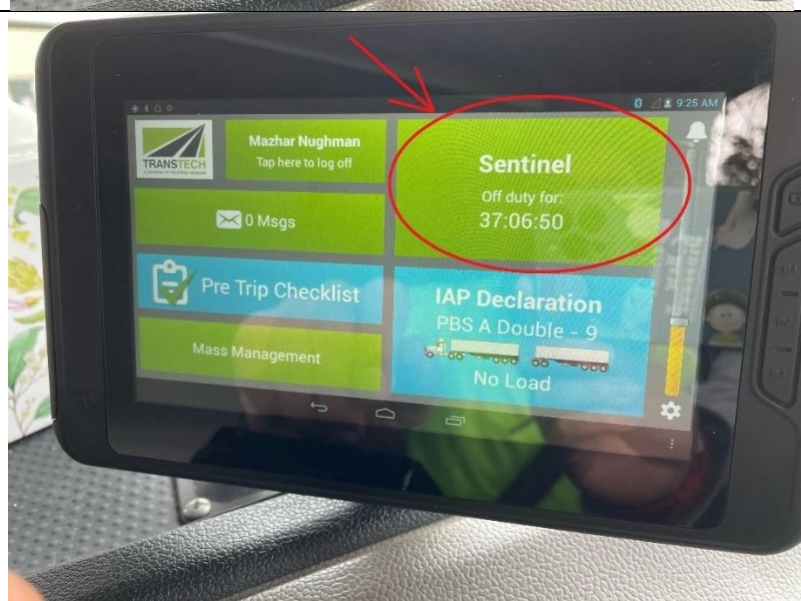
Step 5:

Enter your last 4 digits of driver's licence number, then press Logon.



Step 6:

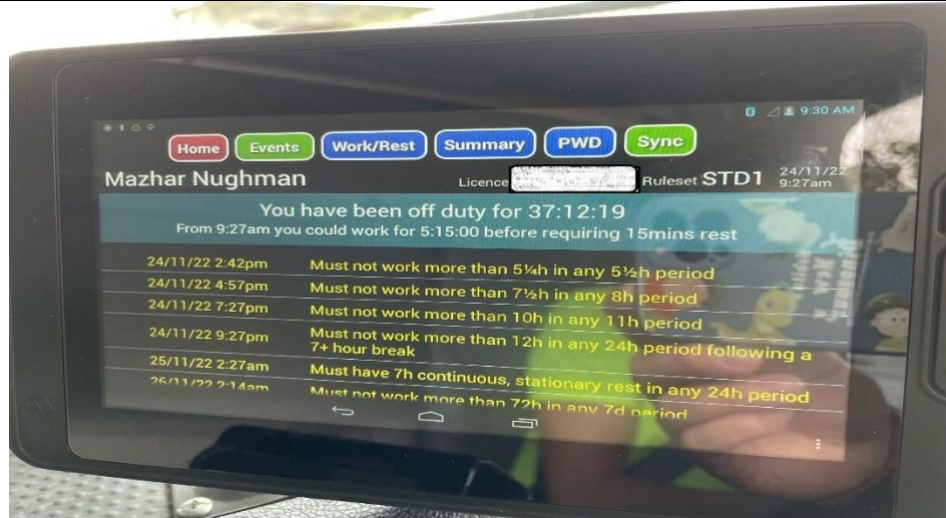
Tap Sentinel on the main screen.



Step 7:

After you tap the sentinel button, the main screen will give you the instructions for the rest required, and you are able to plan your trip according to these instructions.

Press Work/Rest, then go to the next step.

**Step 8:**

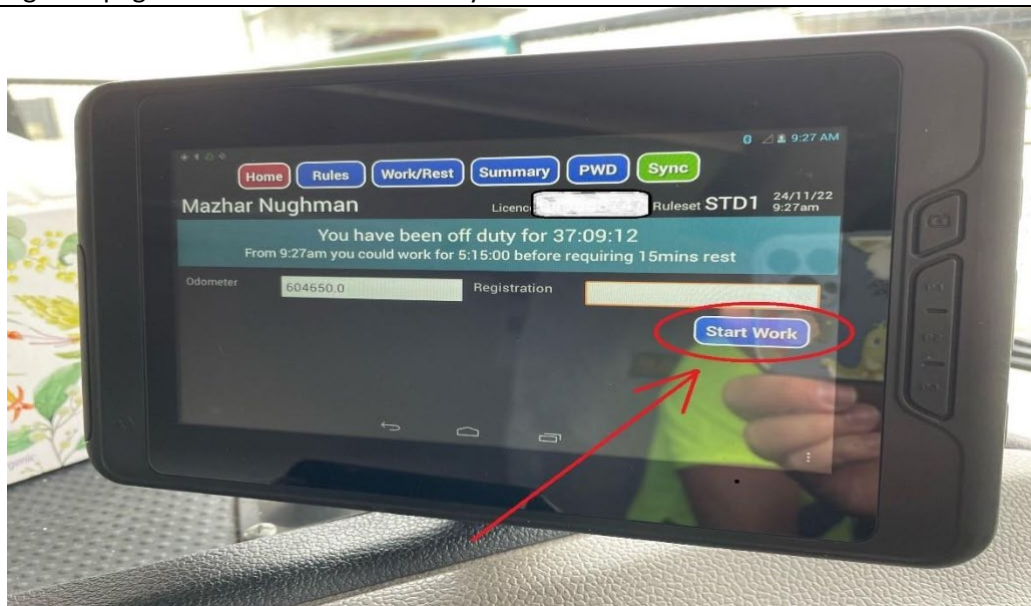
Press “start work” when you start work.

Press “rest” when you take a break.

Press “start work” when you finish the break.

Press “stop work” when you finish work/reach maximum.

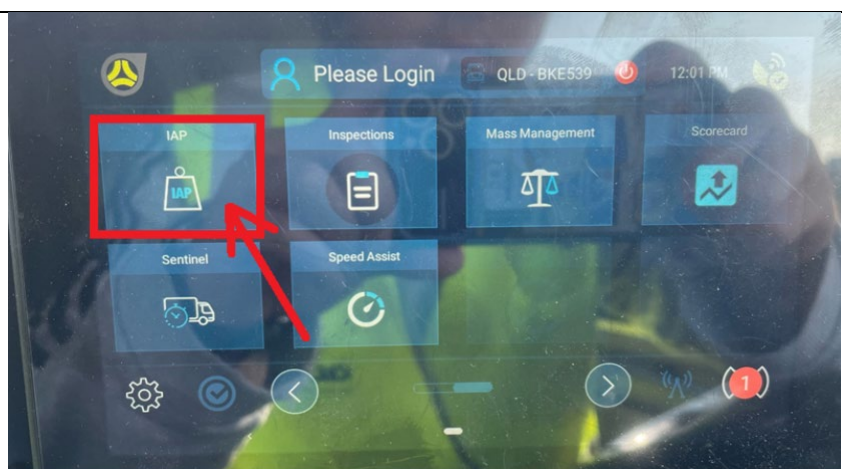
*Your logbook page record must match what you had done on the device.



IAP DECLARATION DRIVER GUIDE

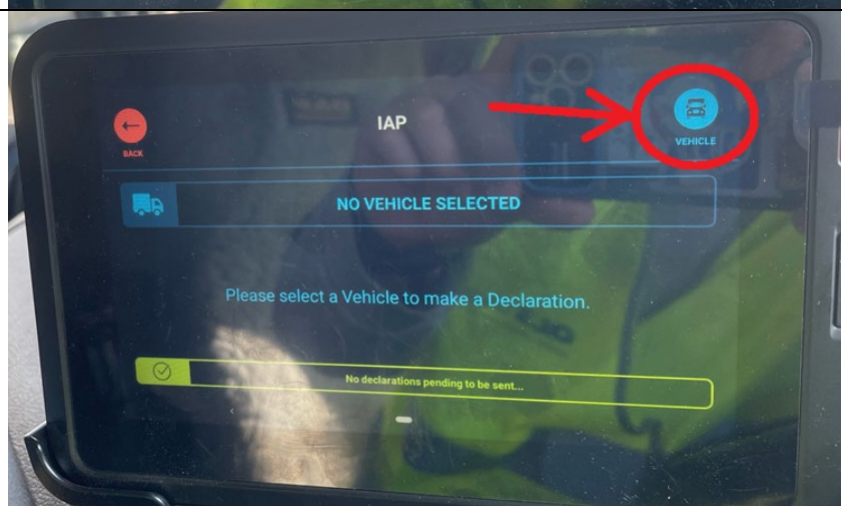
Step 1:

Tap the IAP button on the device to start the IAP declaration.



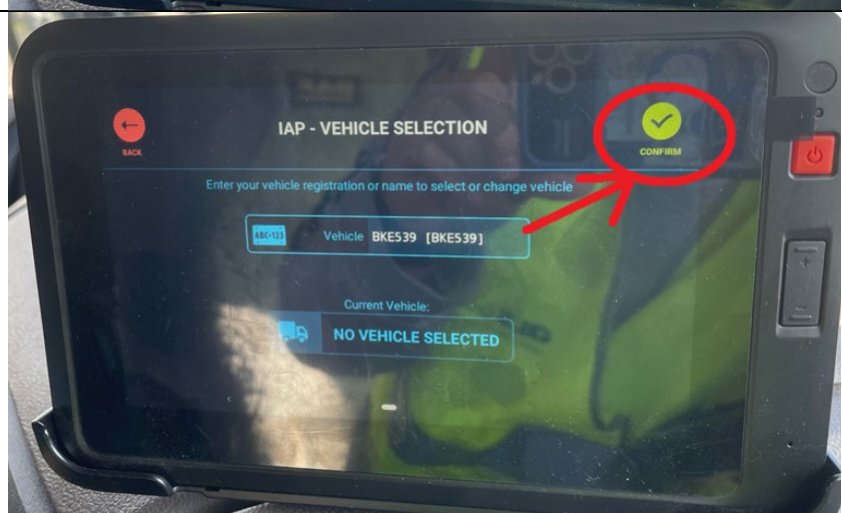
Step 2:

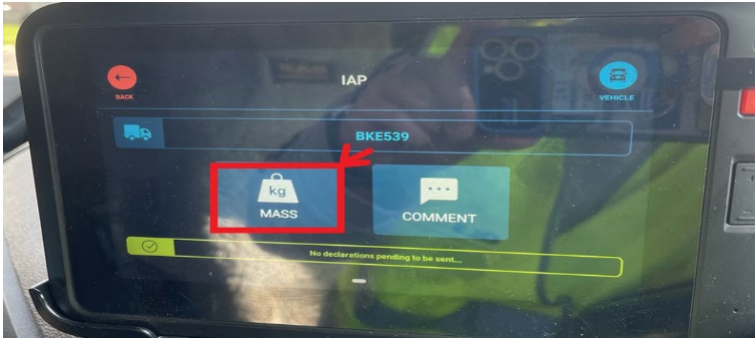
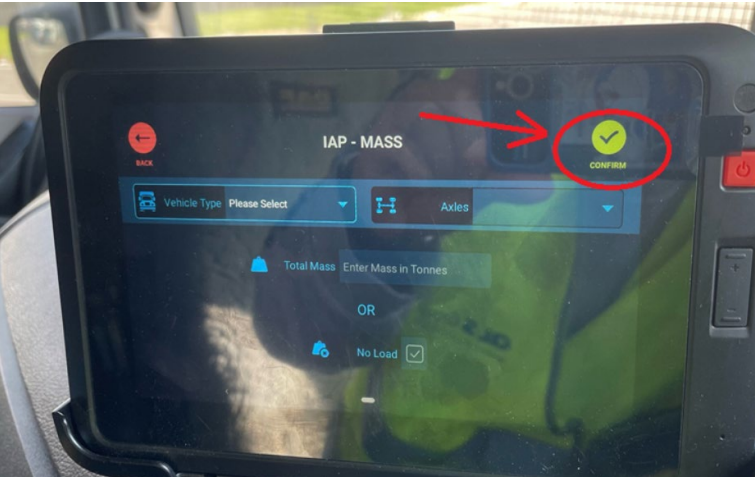
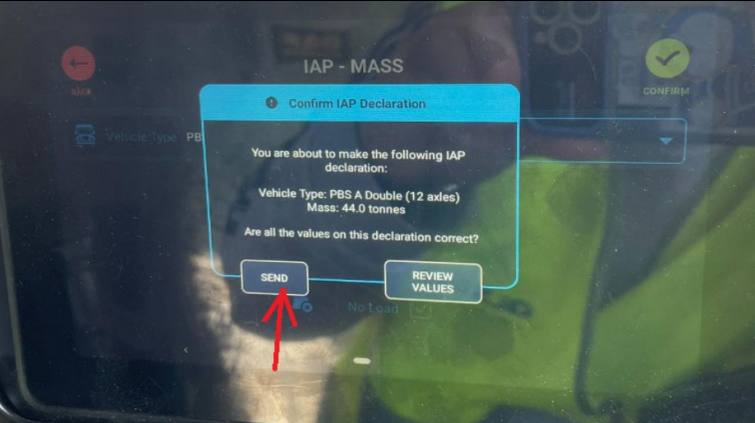
Under the IAP section, if no vehicle is selected, tap the Vehicle logo for Vehicle selection.



Step 3:

Enter your truck REGO, then tap confirm.



<p>Step 4:</p> <p>Tap the MASS button once your vehicle has been selected.</p>	
<p>Step 5:</p> <p>Under the MASS section</p> <ul style="list-style-type: none"> • Select vehicle type, e.g., PBS A double • Select Axles • Enter the total Mass number. • Tap the confirm button. 	
<p>Step 6:</p> <p>A window comes out to ask you to confirm.</p> <p>Check that the info is all correct, then press the send button.</p> <p>Now IAP declaration has been made.</p>	

SUB-CONTRACTOR COMPLIANCE STATEMENT

QLS Management recognises its duty of care under the National and 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 subcontractor 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 undertaking 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: _____

2 WEEKS ON JOB TRAINING PLAN:

Week1	M	T	W	T	F
Manifest					

Week 2	M	T	W	T	F
Manifest					

I acknowledge I have received on-the-job training with an experienced operator as recorded above.

I acknowledge that I understand and am proficient in the policies, procedures, and systems to safely complete my duties.

Name: _____

Signature: _____

Date: _____

**To be returned at training completion.*