

# Sub-contractor 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 this company's values and worth. If you do something wrong with customers or the general public, it reflects badly on this company. Similarly, the reverse is also true.

It is increasingly important that each of us understands and fulfils 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 meet our due diligence obligations under the 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.

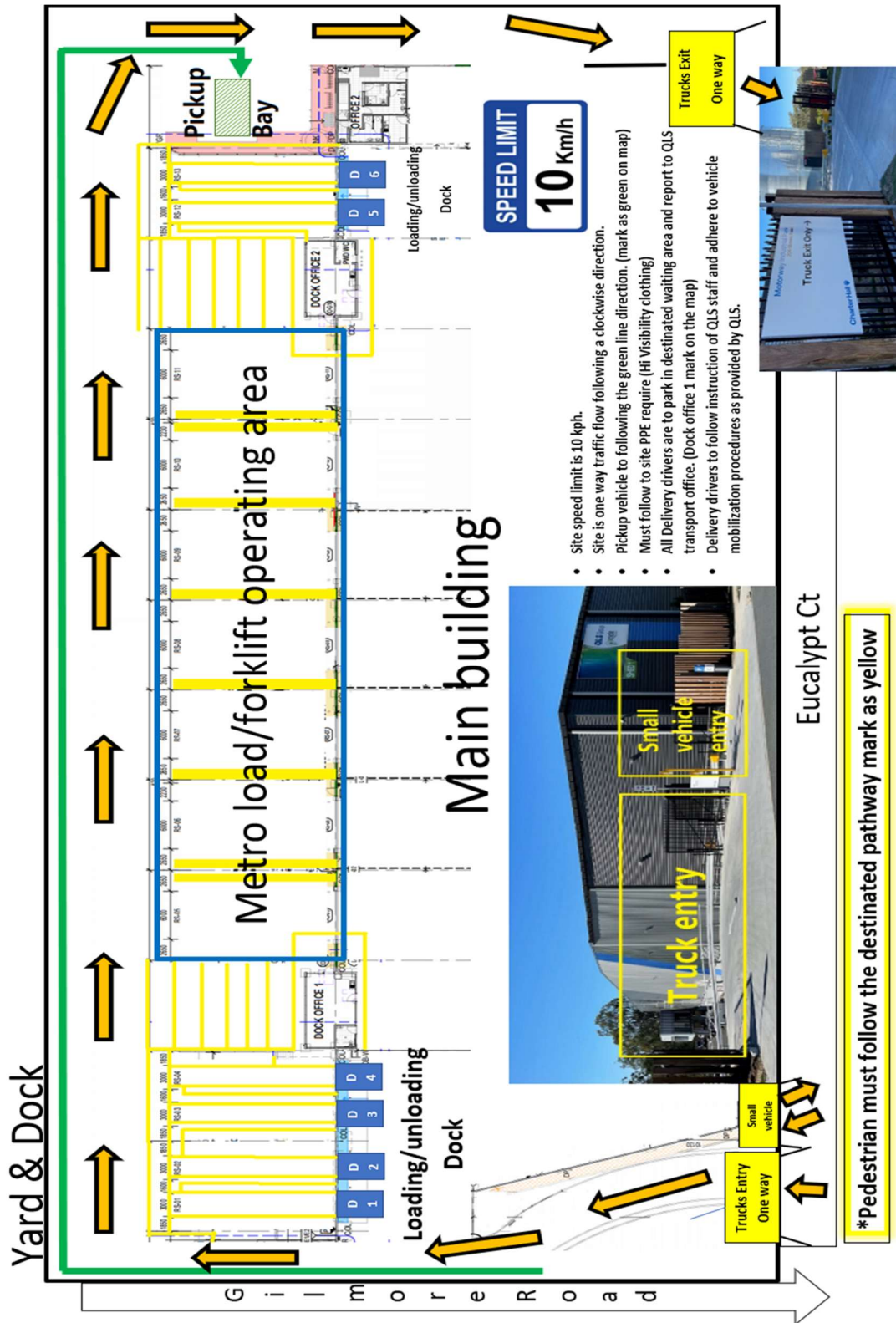
**Please read** this handbook carefully, and if you have any queries, discuss them with your point of contact at **QLS**, or alternatively, a member of our **Driver Management and Compliance Team**.

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

## CONDITIONS OF ENTRY

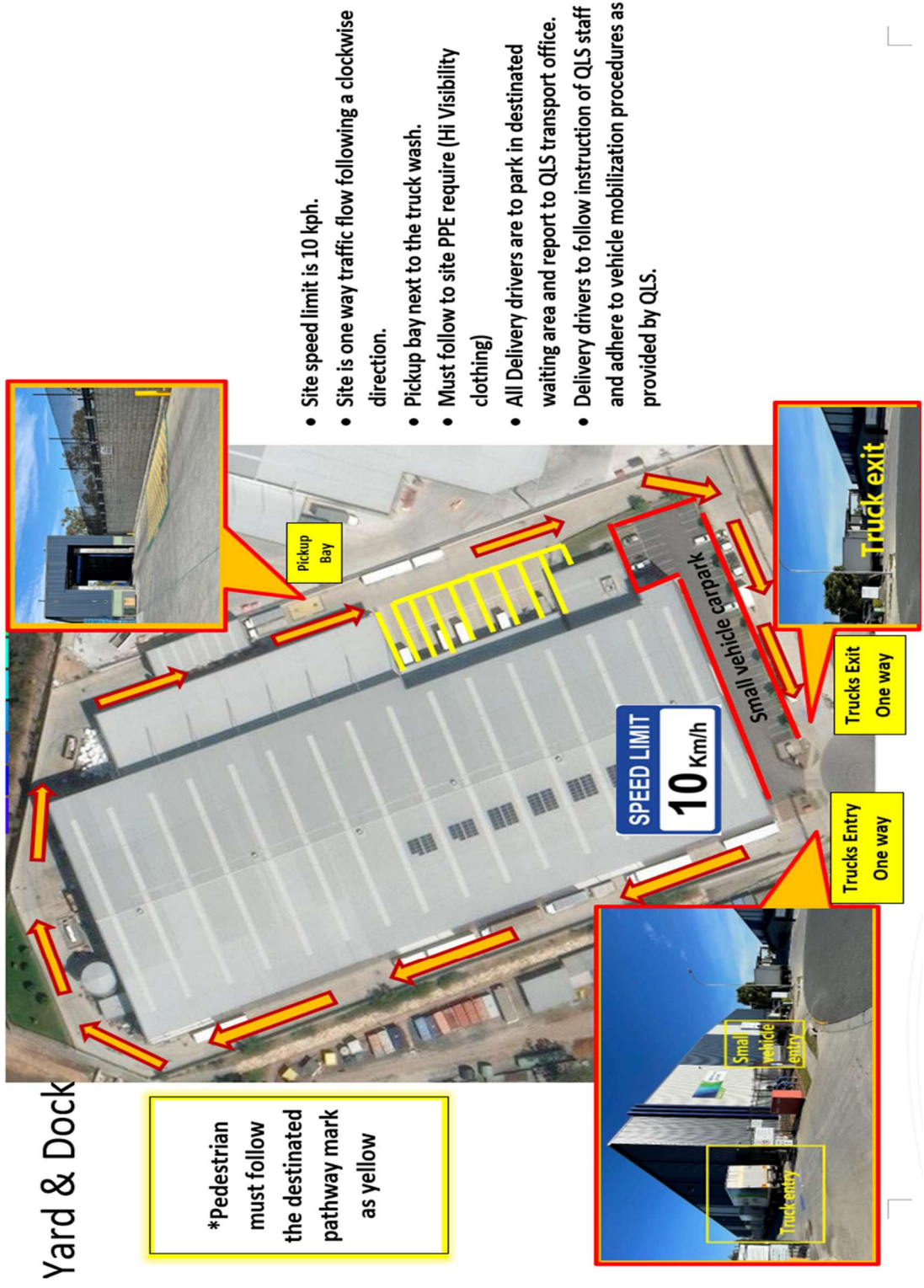
	<p><b>SPEED LIMIT:</b> The site speed limit is strictly 10 Kph for all sites.</p>
	<p><b>ACCESS AROUND THE SITE:</b> Walkways are to be used when moving between operational areas on the site. Walkways are painted yellow.</p>
	<p><b>ACCESS to OPERATIONAL AREAS:</b> Many operational areas are OFF LIMITS to unauthorised personnel. These include the Poly Workshop area, Warehouses, and the Truck Wash Bay.</p>
	<p><b>FORKLIFTS and other Vehicles:</b> 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><b>DRUG and ALCOHOL FREE WORKPLACE:</b> 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.</p>
	<p><b>SMOKING:</b> All QLS-owned and controlled sites are non-smoking sites. A designated smoking area has been provided outside the lunchroom in both sheds. Smoking will only be permitted in this.</p>
	<p><b>PARKING:</b> DO NOT PARK vehicles in clearways, across driveways, pedestrian crossings, doorways, or gateways. Park only in the designated areas. Any vehicles that are damaged while parked in non-designated areas will not be the responsibility of QLS.</p>
	<p><b>PERSONAL PROTECTION EQUIPMENT (PPE):</b> High-visibility clothing/vest and sturdy enclosed leather work boots <b>MUST</b> be worn at all times while in operational areas.</p>
	<p><b>INCIDENT REPORTING:</b> 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><b>EVACUATION AREAS:</b> In the case of an emergency, please follow the direction of the QLS Representative to the emergency assembly areas. Assembly areas are located Gilmore roadside entry gate (Shed 1), Eucalypt Court main entrance (Shed 2)</p>

**GILMORE TRAFFIC MANAGEMENT**



- Site speed limit is 10 kph.
- Site is one way traffic flow following a clockwise direction.
- Pickup vehicle to following the green line direction. (mark as green on map)
- 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. (Dock office 1 mark on the map)
- Delivery drivers to follow instruction of QLS staff and adhere to vehicle mobilization procedures as provided by QLS.

**EUCALYPT COURT TRAFFIC MANAGEMENT PLAN (SHED 2)**



**Yard & Dock**

\*Pedestrian must follow the destined pathway mark as yellow

- Site speed limit is 10 kph.
- Site is one way traffic flow following a clockwise direction.
- Pickup bay next to the truck wash.
- 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.

## DOCKING/TRAFFIC LIGHT SYSTEM

A traffic light system with GREEN controls the docking area (go), and RED (stop) signals that operate 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 the nominated dock once directed.
- Driver to remove keys from ignition and give to the unpack/Load crew to hang on the respective dock hook.
- The driver is to place a chock under the wheel. The wheel chock is linked to the Traffic Light System. The driver 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 when 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 the lock button and confirm traffic lights have switched to green inside, red outside.
- Raise the traffic control gate.
- Dock leveller to be inserted.
- Loading or Unloading can commence.
- Upon completion of Loading or Unloading, the Dock leveller is removed, the traffic control gate is lowered, and the unlock button is pushed.
- Keys can now be handed to the driver for departure.

### Delivery Truck drivers:

- Will ensure that the **speed limit of 10 kilometres 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 the vehicle.
- Driver to place the Global Wheel Chock device on the rear wheel (driver's side) of the vehicle.
- The driver is to go to and remain in the designated area when unloading/loading occurs, unless otherwise instructed, until loading/unloading is completed.
- When loading/unloading is completed, the driver is to return to the vehicle and remove the Global Wheel Chock from the rear wheel before departing the loading dock.

**N.B.:** Drivers to be aware of other vehicle movement and the 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.

## CHAIN OF RESPONSIBILITY

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

COR aims to ensure everyone in the supply chain shares responsibility for preventing breaches of the HVNL. Under COR laws, if you are named as a party in the chain of responsibility and you exercise (or have the capability to exercise) control or influence over any transport task, you are responsible for ensuring compliance with the HVNL.

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 heavy-vehicle drivers and operators. 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 the measures those parties have in place to prevent breaches of the HVNL. 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 pose a safety risk, though not an appreciable one.
- **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"> <li>The load has not become displaced or unsecured;</li> <li>The load becoming displaced or unsecured is not imminent; and</li> <li>No serious risk of harm to public safety, the environment, road infrastructure or public amenity.</li> </ul>
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"> <li>The load has become displaced or unsecured or the load becoming displaced or unsecured is imminent; and</li> <li>No serious risk of harm to public safety, the environment, road infrastructure or public amenity.</li> <li>The load concerned has not become displaced or unsecured or the load's becoming displaced or unsecured is not imminent; and</li> <li>The load is likely to become displaced or unsecured; and</li> <li>There would be a serious risk of harm to public safety, the environment, road infrastructure or public amenity if it did become displaced.</li> </ul>
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"> <li>The load has become displaced or unsecured or the load becoming displaced or unsecured is imminent; and</li> <li>There would be a serious risk of harm to public safety, the environment, road infrastructure or public amenity if it did become displaced.</li> </ul>
Critical	1½ hours + over work time or under required rest time		26kph + above posted limit				

## 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 (e.g., safety vests, overalls, ear protection, hard hats, safety glasses).

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 designated and must be observed. Smoking is forbidden within buildings, offices, and QLS vehicles. This rule applies to all QLS personnel and visitors on site.

No QLS personnel or subcontractors are to smoke on customers' premises 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 result in termination of the contract following an appropriate investigation.

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

Whilst accepting that the transport industry is robust, 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, or 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 based on its 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 vehicle's cleanliness can also affect 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 their state of domicile for any vehicle they operate.

## MOBILE PHONES

Use of Mobile phones/iPods/earbuds/Headphones/Electronic devices is not permitted 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 the contract following an appropriate investigation.

## SEAT BELTS

It is 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, Workers' Compensation may not cover them.

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 always comply with company and customer site policies.

## REPORTING FOR DUTY

Drivers must report for work physically fit 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 to be made for a substitute driver.

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).

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

**\* Anyone who will work on a QLS site must complete individual worker registration before attending the site. In some cases, owner-drivers may function as both the company representative and the driver and therefore must complete both the company registration and the individual worker registration. However, a company representative who does not work on-site does not need to complete the worker registration.**

## 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.

**NB: Contractor/s failing to comply may have payments reduced.**

## INSTRUCTION - START OF THE DAY

1. Get your manifest paperwork from the letterboxes next to the transport office.




2. Check that your license and insurance are up to date.
3. Check your truck's roadworthiness, tailgate working & cleanliness.
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.
6. Complete the driver pre-start checklist on Radaro.

**INSTRUCTION - START OF THE DAY**

1. Instruction - Delivery
2. Press "Start" on the **first job** of Radaro when you are **leaving the depot** (For Radaro driver only).
3. Ensure freight is **secure** and **tidy** on each delivery.
4. Ensure the customer **signed the POD** paperwork if delivered.
5. Ensure customers write down **the reason** if freight is being rejected.
6. Write down **the arrival time** if the store closes.
7. Use the dolly we provided to deliver **TVs above 85"**.
8. **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



Specialists in White and Brown Goods  
APPROVED BY LOGISTICS & CYCLE

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      Date: 29/06/20  
Cust Ref: U880943363      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      To Area: STHE  
Order No: 2966337

From Area: QLS-MEL

Comments: bi 3/7

check quantity

Product / Ref	Description	Grade	Ctns	Cubic	Weight
HR6CFFF06SW	Fridge		7	8.888	812
Totals:			7	8.888	812

check model

3

Rejection reason  
write down

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

Date and signed

Received in Good Order & Condition      03/07/20 1:04PM Emailed for 03/07/20



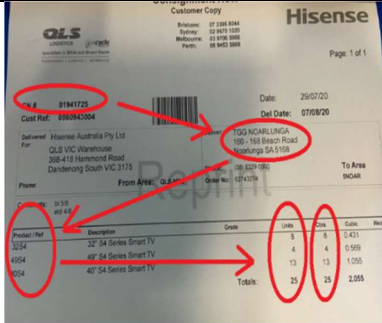

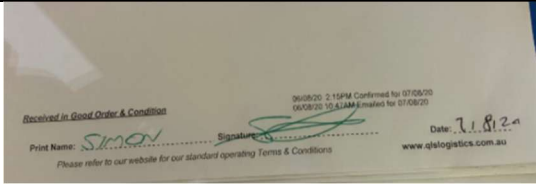

Print Name: UAD

Signature: [Signature]

Date: 3.7.20

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

**INSTRUCTION – DELIVERY**

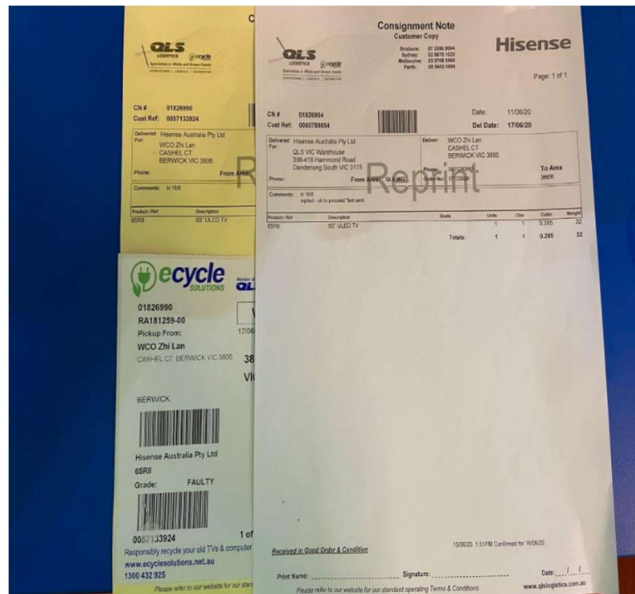
<p>1. Park your truck safely at or near the delivery address/loading dock.</p>	
<p>2. Check that you have grabbed all your consignment/s for the customer.</p>	
<p>3. Review the consignment/s and consolidate consignment numbers, carton quantities, stock type, and customer name. (E.g., 5 x 55-inch Hisense TVs, 3 x TCL 42-inch TVs, 2 x Hisense Fridges.)</p>	
<p>4. Ensure:</p> <ul style="list-style-type: none"> <li>• Stock labels match customer name, Consignment/s numbers, and quantities.</li> <li>• Stock labels match the carton description.</li> </ul>	
<p>5. Begin to unload stock.</p>	
<p>6. Give consignment/s customer copy, and POD copy to the customer/Store person to check and sign the POD copy. Completed the job on Radaro and uploaded related photos as evidence.</p>	
<p>7. If any issues arise, stock damage, customer/ store rejection, etc.</p> <ul style="list-style-type: none"> <li>• Follow the relevant procedure.</li> <li>• If in doubt, contact the Transport office for instructions.</li> </ul>	<p style="text-align: center;"><b>Metro: 0417 354 147</b> <b>Country: 0438 632 623</b></p>
<p>8. Important note: Downsize &amp; apply restraint to the remainder of the load ready for transit, file signed PODs for return. Depart for the next delivery.</p>	

## INSTRUCTION – DOUBLE RUN

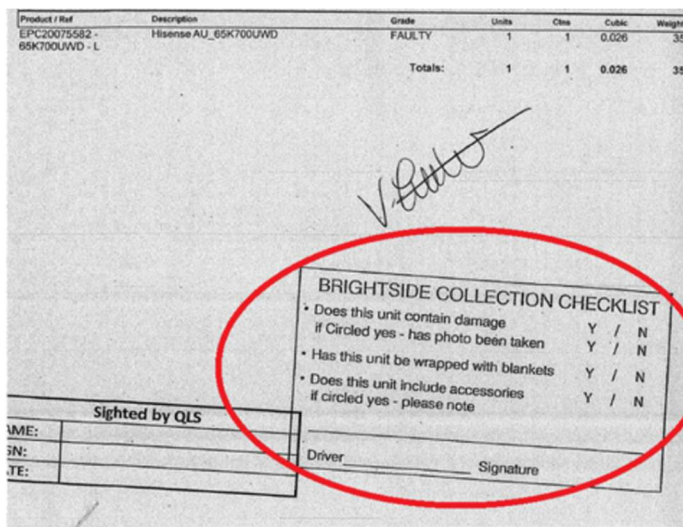
1. Call Office **0417 354 147** half an hour before returning to the depot.
2. Confirmed your **second hit manifest** and loading bay/dock.
3. Return your first hit manifest paperwork and **empty** your truck.
4. Your second run loading area is in your designated park.
5. Dock the vehicle as per the docking procedure.



**INSTRUCTION – STANDARD RA PICK-UP JOBS**



1. Pick up the POD, which is a **pink paper with a label**.
2. Standard TV collections **must be boxed**; the only exception is Brightside. (refer to process).
3. Check that the unit matches the RA paperwork and label the unit.



4. Complete POD makes notes of any damage at the pick-up point.
5. **DO NOT** collect part RA.
6. **DO NOT** collect any RA without paperwork.

## 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 the transport mobile telephone via SMS and note on the POD.
- If the label has been put on the screen by the store, send a photo to the transport phone via SMS and note on the 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 colour for delivery.**  
**Yellow colour with a label for pick-ups.**

**If NO faulty unit is available, you MUST contact the Transport office for Further instructions. (Do not deliver the new unit.)**

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.

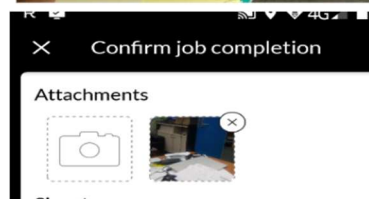
3. The Faulty unit is to be re-boxed in the new unit's packaging and returned. Make sure it is fully secured.

Ask the customer to sign both the delivery and pickup PODs as evidence.

4. Place the pickup's label on the packaging and take photos. **The photos must clearly show that the faulty unit is placed in the new unit's packaging with a pick-up label.**

**If the driver comes across a damaged or faulty unit, they are to take photos of the damage.**

5. Upload photos through Radaro with POD photos.

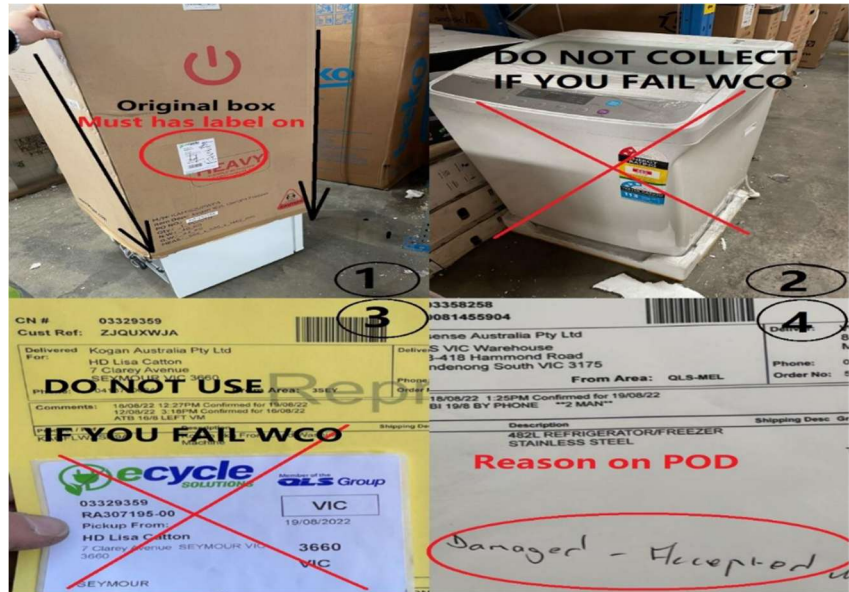


## INSTRUCTION - WARRANTY CHANGE OVER RA LABEL PLACEMENT

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

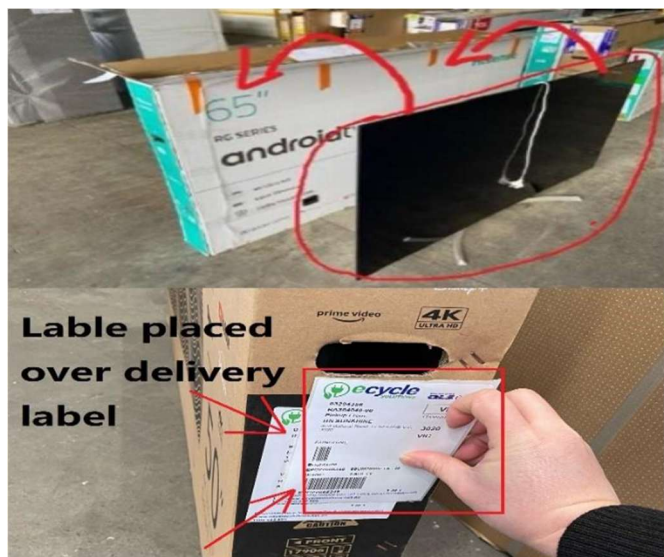
### WCO FAILED - REPLACEMENT ITEM DAMAGED

- 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 - KOGAN PREMIUM SERVICE

Ensure you have POD with a recycling label attached.

1. Deliver the new unit to the customer's premises.
2. Unpack the new unit and remove packaging (if Premium service required).
3. If the customer requests removal, remove the old unit and place the recycling label on the old unit. *(Old unit must be disconnected first).*
4. Tick the checklist items on POD and get the customer's signature.
5. Return the old unit to the depot (ensure recycling label on)
6. DO NOT collect/remove anything without completed paperwork (tick + sign).

<small>Customer Ref: GMVBAV8J</small>	<small>Receiver Ref: GMVBAV8J</small>
<small>Comments: 27/02/26 3:30PM Confirmed for 03/03/26 BI 3/3 YES TO TEXT **2 MAN** QLSPRE kimm2816@gmail.com</small>	
PREMIUM DELIVERY	

Product / Ref	Description	Shipping Desc	Grade	Units	Ctns	Cubic	Weight
KAT412BMFWB	Kogan 412L Bottom Mount Fridge with water Dispenser Dark Stainless Steel			1	1	1.028	84
<b>Totals:</b>				<b>1</b>	<b>1</b>	<b>1.028</b>	<b>84</b>

PREMIUM DELIVERY

UNPACK UNIT

REMOVE RUBBISH

REMOVE OLD UNIT

CUSTOMER SIGNATURE \_\_\_\_\_



## INSTRUCTION – GRILL KING DELIVERY

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

### Delivery without issue:

1. Check that 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 for the following 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 the arrival time and reasons on POD, failed job on Radaro, where available.

CN #	04522297		Date:	12/07/24			
Cust Ref:	3207		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-PZAPO12-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

## ECYCLE SOLUTIONS E-WASTE & EPS PROCESSING

### MANUAL DOCKETS (UNSCHEDULED COLLECTIONS)

Manual dockets are required when collecting bags that are not listed on a CN.

Each truck must carry a docket book.

If you have fewer than 5 blank dockets remaining, notify your Transport Manager.

### WHEN TO USE A MANUAL DOCKET

- Unscheduled collections
- Reverse runs (if truck space allows)

All unscheduled collections MUST have a completed manual docket.

This is a contractual and regulatory requirement.

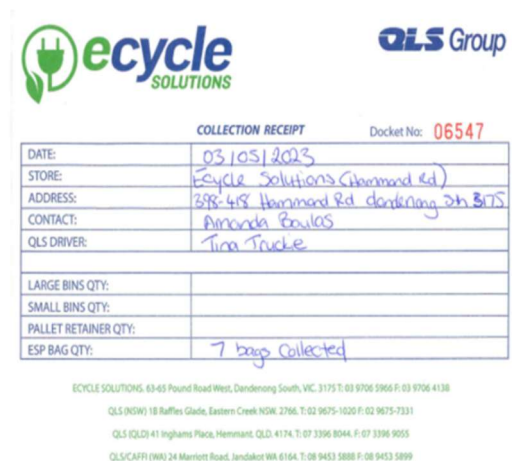

### COMPLETING A MANUAL DOCKET

You must record:

- Date
- Store Name
- Full Address (street, suburb, postcode)
- Store Contact Person
- Driver Name
- Items & quantities collected

Copies:

- Pink copy → Leave with store
- White copy → Submit to Transport
- Yellow copy → Remains in book
- Incomplete dockets will not be accepted

Docket No: **06547**

COLLECTION RECEIPT	
DATE:	03/05/2023
STORE:	Ecycle Solutions (Hammond Rd)
ADDRESS:	398-418 Hammond Rd, Clarendon, Qld 4125
CONTACT:	Amanda Boules
QLS DRIVER:	Tina Truete
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 Baffles 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 (WA) 24 Marriott Road, Inglebrook WA 6164 T: 08 9453 5888 F: 08 9453 5899

### IF A COLLECTION CANNOT BE COMPLETED

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

Every scheduled stop must have a clear service record.

If you cannot complete a collection, you must:

1. Write the reason on the CN
2. Date the note
3. Take photos if required
4. Collect as much as safely possible

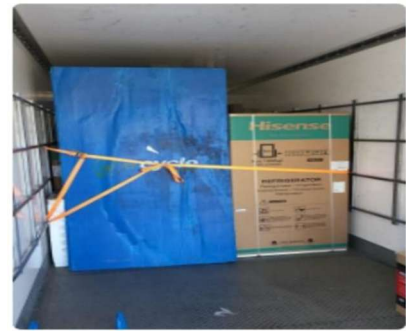
Failure to provide a reason may result in the stop being recorded as a driver error.

## A. TRUCK FULL (OUT OF CAPACITY)

If you do not have enough room:

- Note reason on CN
- Take a photo of the truck bay
- Collect as much as possible
- Email photos at the end of run:  
[orders@ecyclesolutions.net.au](mailto:orders@ecyclesolutions.net.au)
- Subject: Out of Room – Date – Stores Impacted

(VIC drivers may use WhatsApp if approved)



## B. WET BAGS

If bags are wet:

- Note reason on CN
- Collect any dry bags if possible
- Amend quantities accordingly

## C. UNSAFE/OBSTRUCTED SITE

If access is blocked or unsafe:

- Note reason on CN
- Take a photo of the hazard/obstruction
- Email photos:

Subject: *Hazard/Obstruction – Date – Store Impacted*

Collect any accessible material if safe to do so.



## D. RAN OUT OF TIME

If you cannot complete a stop due to time constraints:

- Note reason
- Include date and time on CN

## INSTRUCTION - BACK TO DEPOT

1. Return RAs & Poly bags to Shed 2 before 5:00 pm.
2. Return RAs & Poly bags to Shed 1 after 5:00 pm
3. Park the truck in the designated area in Shed 1.
4. Lower the tailgate & place all rejected or undelivered new stock onto the tailgate.
5. Make way for the fleet and advise stock to be signed off as received.
6. Manifest to be placed in the letterbox.
7. See fleet staff for the next run or confirm if you're finished for the day.

**NB:** The driver must maintain the 3M exclusion distance from the operating Machine when forklifts are being used to unload stock returned from the truck.



## 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 it to Management in accordance with 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 for safety.

### SHORT DELIVERIES & DAMAGED FREIGHT

Short deliveries and damaged freight are the responsibility of the subcontractor, including the documentation of all relevant details.

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

The driver must double-check all claims for short deliveries and damages. 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 Gilmore 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 or not an injury occurs.

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

## ACCIDENT/INCIDENT PROCEDURES

In the event of an accident while contracted to QLS, the driver must contact QLS's primary contact for accidents and compliance, **the Transport office, via 0417354147/0438632623, or the Compliance Manager, Wei, or the Safety Manager, Amir**, 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 for their drivers to follow.

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 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 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. They will be deemed to be liable for all damages/expenses incurred.**

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



Incident Reporting QR Code

## CODE OF CONDUCT

### DRIVER & VEHICLE PRESENTATION

- Vehicles must be maintained in a clean and good condition, free from contaminants.
- The driver's appearance must always be clean and presentable.

### 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 when impairment is suspected.
- Subcontractors must be polite 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.

## **DRIVER SAFETY AND COMPLIANCE BREACH MANAGEMENT PROCESS**

QLS applies a formal Driver Safety and Compliance Breach Management Process to all subcontractor drivers, vehicles, and transport providers engaged to perform work for QLS.

This process applies to safety and compliance breaches, including, but not limited to, speeding, fatigue-related breaches, work diary or logbook non-compliance, route or permit breaches, mobile phone use while driving, seatbelt breaches, load restraint failures, vehicle roadworthiness issues, dangerous driving behaviour, and any other breach of QLS policies, HVNL requirements, road laws or site rules.

Where a breach is identified, reported or reasonably suspected, QLS may investigate the matter and require the subcontractor to provide relevant information, records or evidence. This may include driver explanations, vehicle details, work diary records, GPS or tracking data, evidence of roadworthiness, speed-limiter checks, recorded discussions with the driver, retraining records, or any other information relevant to the event.

Depending on the nature and severity of the breach, QLS may take one or more of the following actions:

- issue a breach notice.
- raise an incident report.
- require corrective actions.
- require retraining or re-induction.
- stand down the driver from QLS work.
- stand down the vehicle from QLS work until rectification is completed.
- escalate the matter to contractor management.
- suspend or cease the subcontractor's engagement for QLS work.

Any repeated breach within a short period, any serious breach, or any failure to implement required corrective actions may result in immediate escalation, including suspension of the driver, vehicle, or subcontractor from QLS work.

## FATIGUE MANAGEMENT

Driver fatigue, or drowsy driving, is a safety hazard in 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 <b>maximum</b> of...	And must have the rest of that period off work with at least a <b>minimum</b> 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 work only 13 hours, with 2 x 30-minute breaks.**

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

## 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

### TEAM LIFTING:

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

Heavy items such as an oven or washing machine **MUST** use the M/H equipment provided and a 2-person lift as required.

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

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

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.



## SINGLE PERSON UNLOADING

1 person using a hand trolley:



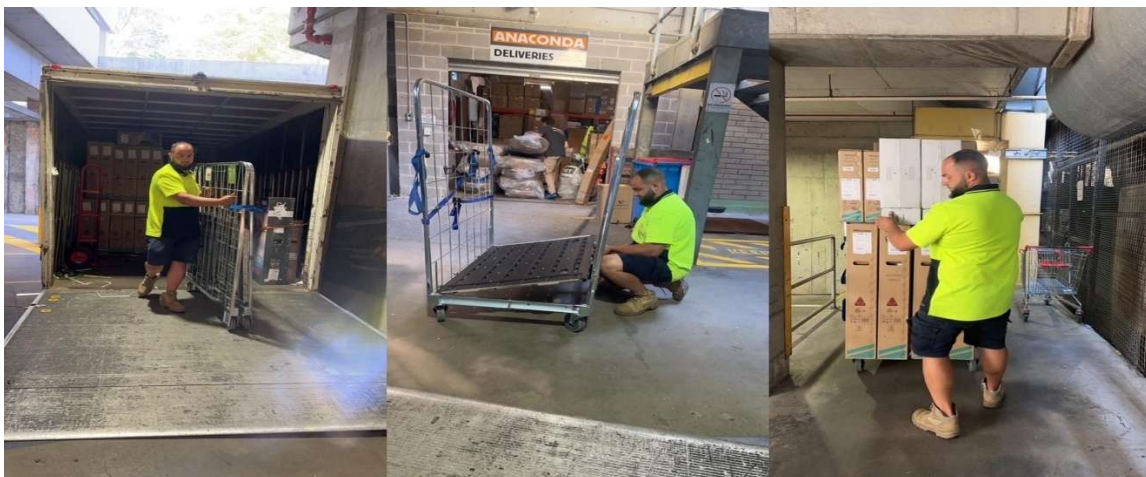
1 person using a dolly:



**1 person lifting a small item:**



**1 person using Foldia:**



## **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:

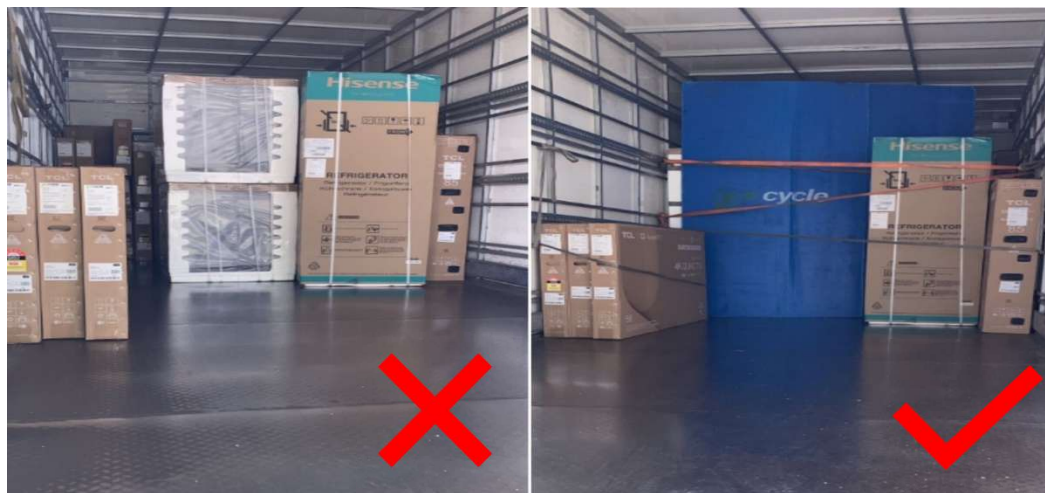
- Heavy objects fall from vehicles onto other vehicles or pedestrians.
- Drivers swerve to avoid falling or fallen items from vehicles.
- Spillage on roads from vehicles causes other vehicles to skid and lose control.
- Unrestrained loads crash into vehicle cabins during emergency braking.
- Vehicles overturn when loads shift during cornering.

<b>Driver responsibilities</b>	<b>Operator responsibilities</b>
<p>Before starting and throughout a journey, drivers should ensure that they:</p> <ul style="list-style-type: none"> <li>• Do not drive on a road when a heavy vehicle or its load does not comply with the loading requirements for that vehicle.</li> <li>• Conduct periodic checks to ensure the load has not shifted and is still secure.</li> </ul> <p>Check at every drop to ensure it meets the requirement!!!</p>	<ul style="list-style-type: none"> <li>• An appropriate vehicle is used to transport the load, and the load is positioned on the vehicle in a way to maintain stability.</li> <li>• 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.</li> <li>• Any load restraint system used meets the performance standards contained in the Regulation.</li> <li>• Load restraint equipment used to restrain any load is appropriate, fit for purpose, and in good condition.</li> </ul>

## LOADING REQUIREMENT/RESTRAINT

### LOADING REQUIREMENT/RESTRAINT

Remember to downsize & secure the load after every drop.

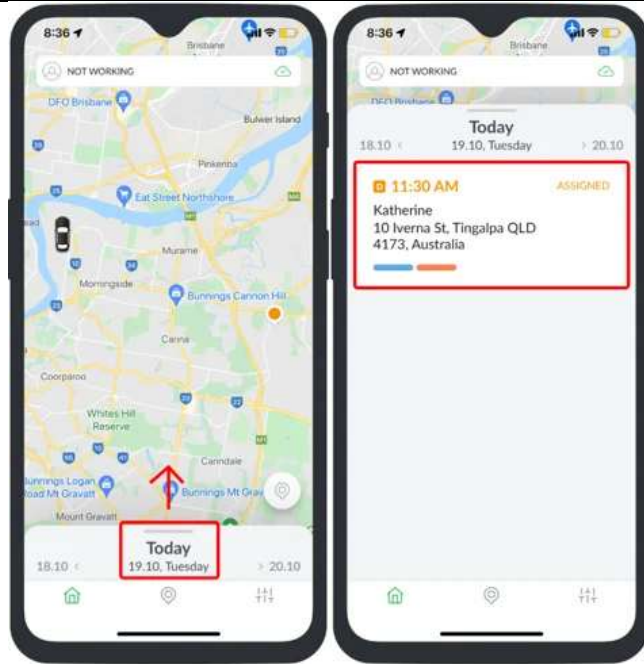


**IF YOU DON'T DOWNSIZE AND RESTRAIN, IT WILL END UP LIKE THIS:**



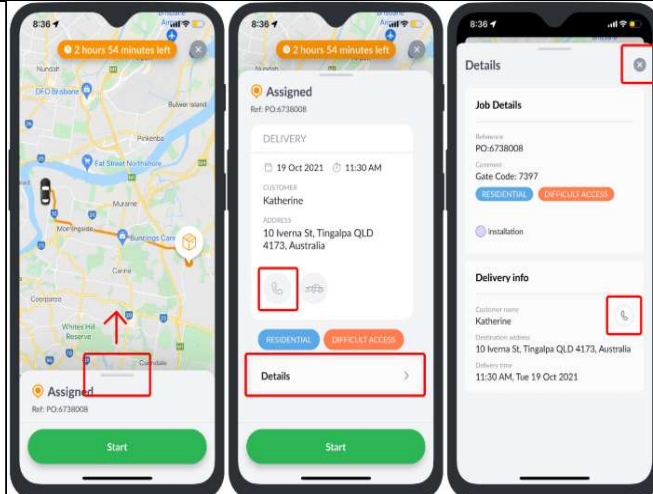
**Viewing The Days Jobs.**

- From the home screen, swipe up on the "Today" to see the jobs list.
- This view provides a list of the jobs in the order they should be completed as per your QLS manifest.
- Tapping on "Yesterday" or "Tomorrow", we can see any previously completed or future jobs, depending on whether your manager has assigned any jobs to you.



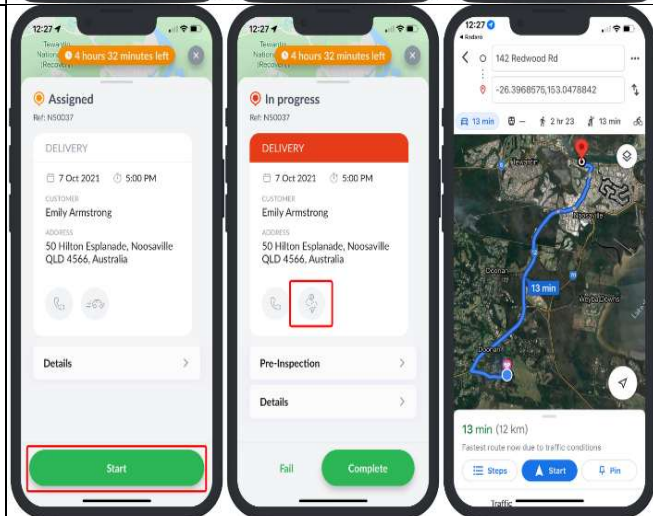
**Viewing Job Details**

- Select the first job, and you will see a quick overview of the details.
- You will see the job deadline date and time, the customer's name, and address.
- Selecting "Details" will move you to another screen, which will include further information about the job, including any labels or skill sets required to complete the job.



**Navigation.**

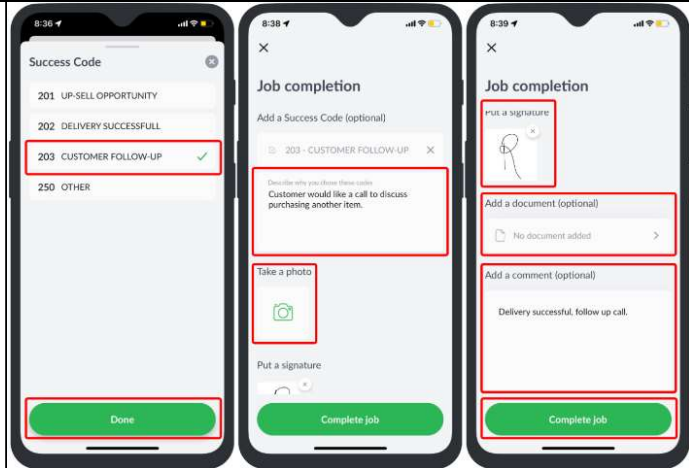
- Once you have read the details of the job and are prepared to begin the job, select "Start", and the status will change to an "In Progress" status.
- Once the job has been started, we can push out to the preferred navigation app.



**Completing**

*Successful job completion.*

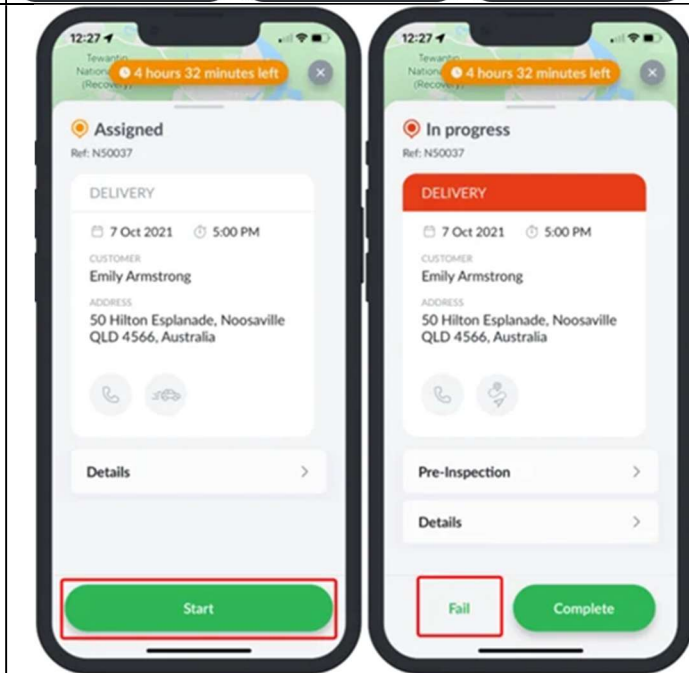
- Select a "Success Code" & comments.
- Capture an image, this might be an image of the installed appliance or items delivered. (max of 30 pics)
- Capture a signature.
- Scan in any additional documents (optional feature).
- Add in any final comments to attach.



**Completing a Job.**

*Unsuccessful / Failed Job.*

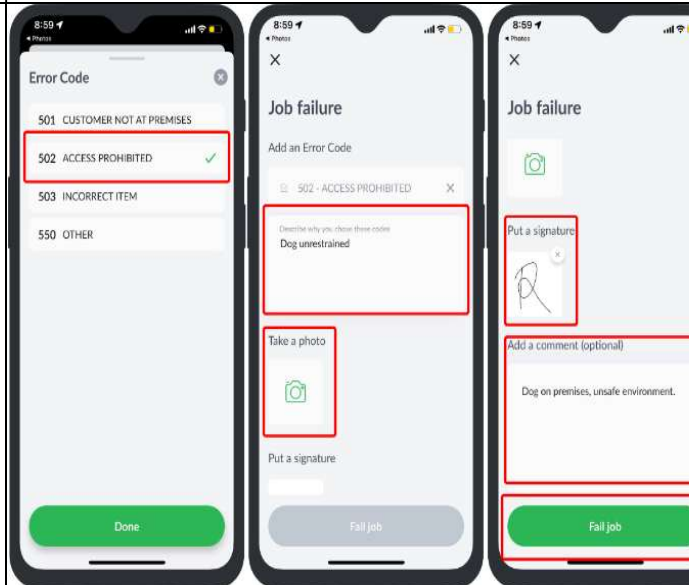
- If, for any reason, you are unable to complete the job, you can "Fail" the job.
- When we "Fail" the job, we are presented with a similar screen to when we are too "Complete" a job, though we get to select an "Error" code.



**Completing a Job.**

*Unsuccessful / Failed Job. "Error Codes"*

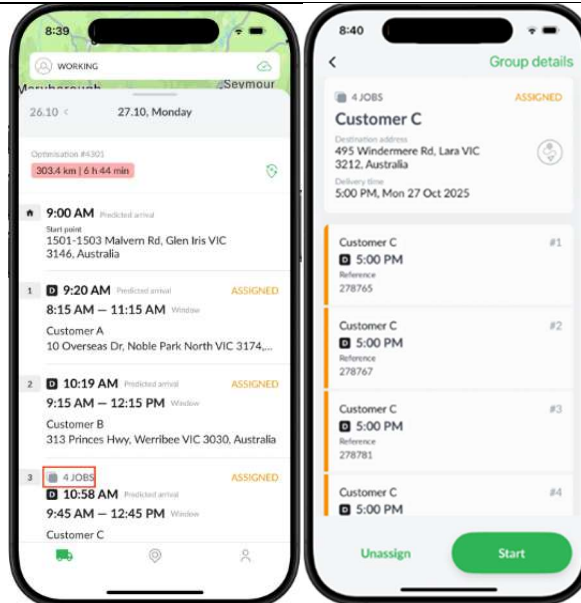
- Select the required "Error Code".
- Add a description as to why the job failed.
- Add an image which demonstrates why you could not complete the job.
- Enter any final comments.



### Grouped Deliveries (Stores)

#### Identifying Group Jobs.

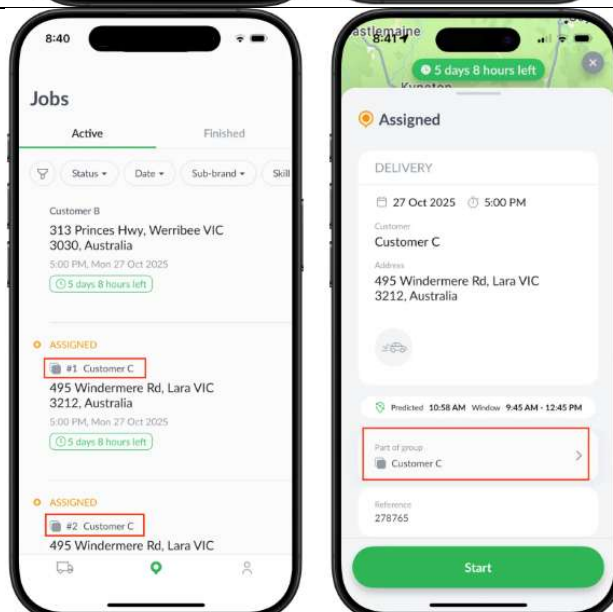
- Your jobs will be listed, and any grouped jobs are indicated by showing the number of jobs within the single delivery.
- Like single jobs, if you click on the job, you will be able to see the specific details.
- For a group job, you will see all the individual jobs that make up the group, and you can click each to see its specific details.



### Grouped Deliveries (Stores)

#### Viewing jobs in the jobs tab.

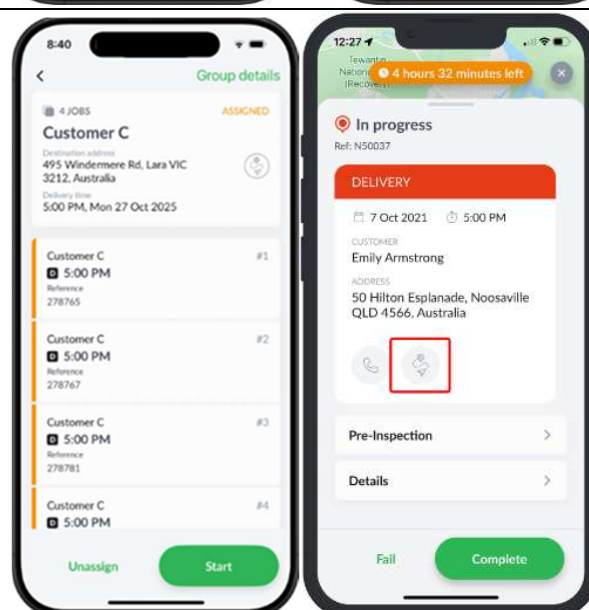
- The jobs tab will show you all your individual jobs.
- If a job is part of a group, you will see a number next to the customer.
- Clicking on Part of Group will show the Group Details page as above.
- From the Jobs tab, if you are looking at an individual job and click Start, **it will start that job only.**



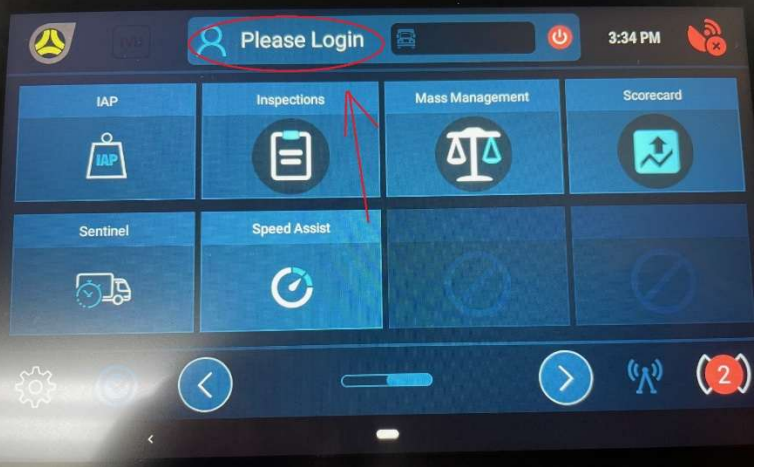

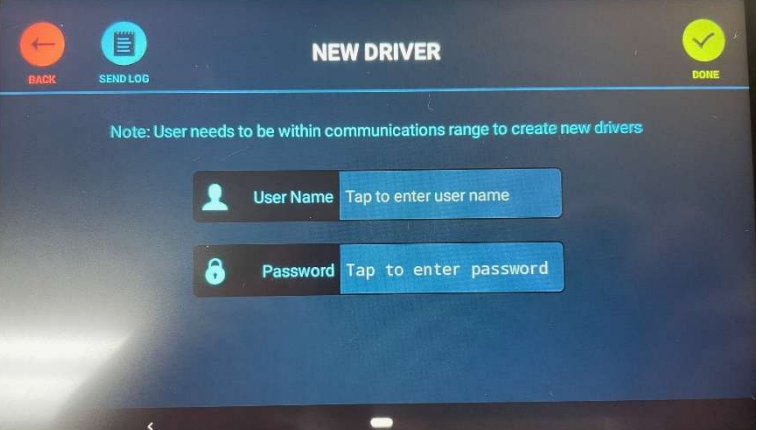

### Grouped Deliveries (Stores)

#### Starting a job & completing a job.

- From the Home tab, click on the job, and click "Start." (Starts all)
- If all are successful, select "Complete" & finish as normal.
- If one (or more) of the jobs is not successful, select that job, & choose "Fail".
- Follow the standard process to fail a job.
- Other jobs can be completed as a group.

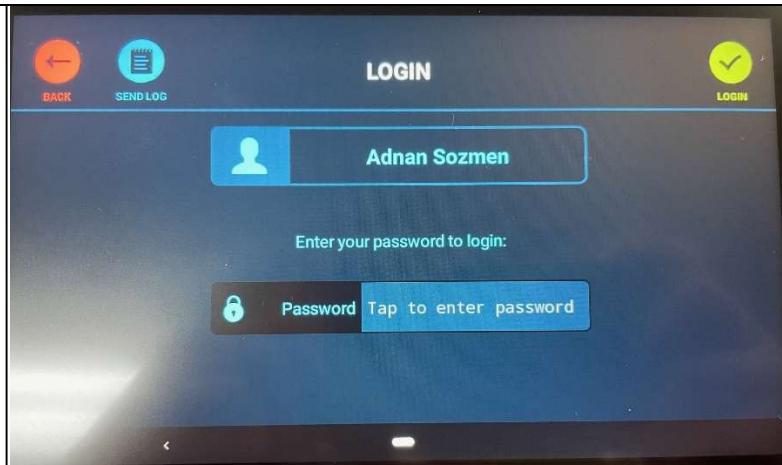


**TN360 DEVICE DRIVER GUIDE**

<p><b>Step 1:</b></p> <ul style="list-style-type: none"> <li>• Tap Please login.</li> </ul>	
<p><b>Step 2:</b></p> <ul style="list-style-type: none"> <li>• If this is your first time using this truck, tap the New Driver button.</li> <li>• If you are a regular driver for this vehicle, go to Step 4.</li> </ul>	
<p><b>Step 3:</b></p> <ul style="list-style-type: none"> <li>• Enter your Username (your licence number) and password (your last 4 digits of your licence number)</li> <li>• Tap DONE</li> </ul>	
<p><b>Step 4:</b></p> <ul style="list-style-type: none"> <li>• Select your name from the list.</li> </ul>	

**Step 5:**

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



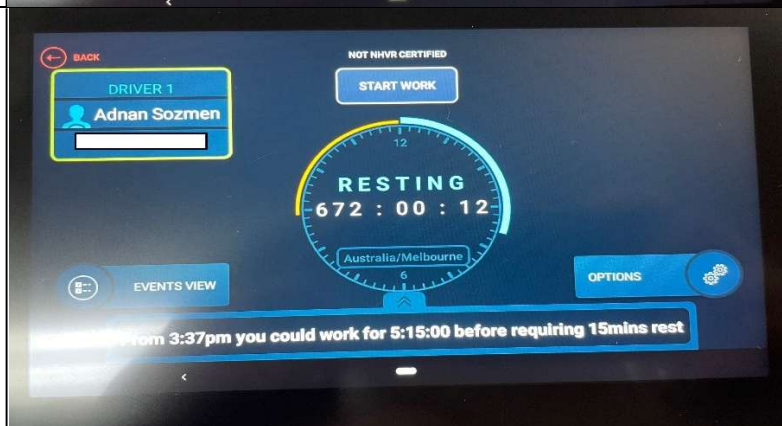
**Step 6:**

On the main screen, tap Sentinel.



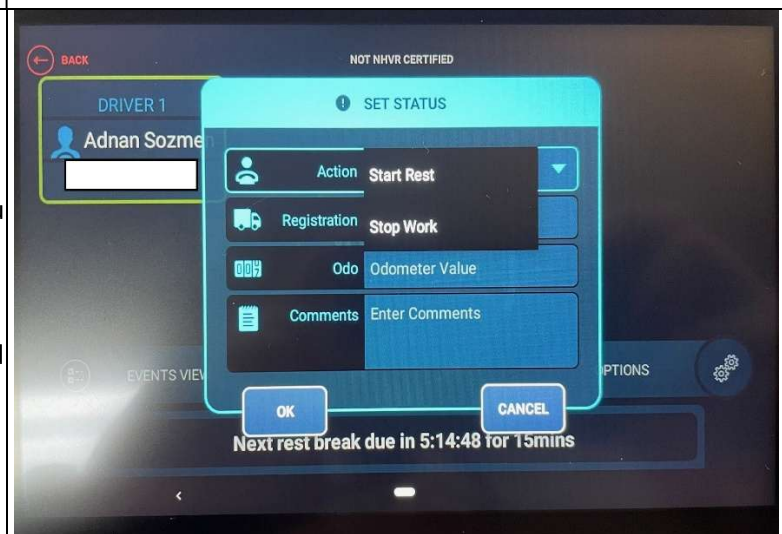
**Step 7:**

- Tap “start work” and ok to begin EWD.
- Follow the on-screen prompts for the required steps.
- Plan your trip according to the instructions.



**Step 8:**

- Tap Set status to update your work status:
  - Start rest – when you take a break.
  - Start Work – when you resume work.
  - Stop Work – when you finish for the day.
- \*Your logbook page record must match what you had done on the device.



## DRIVER FREQUENTLY ASKED QUESTIONS & PROCEDURES

### No one is home.

Call the customer at the provided number and leave a message.

**“Hi, it is Jake from QLS. I have your TV for delivery and am at your property now. “ Please call 0417 354 147 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 am 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 deliver the item safely, and it will need to be rescheduled on another truck with a jockey/helper. The office will contact you to advise you when the next available 2-person truck is in your area. Or you can call 07 3171 2444 directly for more information & options.**

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

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

### I cannot 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.

**Call the staff below:**

Metro Fleet	0417 354 147	
Country Fleet	0438 632 623	
Office	07 3171 2444	
Transport Manager	Benn Bergan	0439 635 949

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

As soon as possible, you **must** contact your manager or Benn at 0439 635 949. Leave a message if there is 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's and independent contractors' requests for planned time off, but this may not always be possible. The earlier the notice, the better.

## 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 imposes several obligations on prime contractors regarding the management of subcontractor activities. The online Induction on WHSM has been designed to provide road transport sub-contractors with guidelines for meeting the minimum standards expected of an approved QLS Management Road transport sub-contractor.

The online induction can also 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 the documents, as requested, to enable verification of the organisation's requirements 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: \_\_\_\_\_