



# Delivering To Metcash Site

## Fact Sheet

It is important to understand that Metcash DC's are not identical and the process to follow for delivering to a Metcash DC will vary from one DC to another DC

As you may be aware regulations covering Chain of Responsibility (CoR) have already or are currently being introduced nationally. These laws directly affect activity within the supply chain, which includes transport, warehousing, distribution and retail.

Metcash has introduced a number of changes to the way that our distribution centres manage heavy vehicles delivering into our distribution centres. Metcash is also a founding signatory to the Retail Logistics Supply Chain (RLSC) Code of Practice which sets best practise standards for managing retail transport and logistics operations.

### **This document is to provide a general overview of the delivery process**

1. Arrive on site at your delivery timeslot. If you arrive outside the DC standards your load may be rejected
2. Report to the security gatehouse with "Appointment ID" if applicable, along with all paperwork. At the gatehouse you will be issued with a pager, which will notify you of which dock to go to when you are eventually called onto a receiving dock
3. The gatehouse will direct you to a queuing or waiting area for the DC
4. When appropriate report to the receiving office with your "Appointment ID" and all other paperwork.
5. Follow all instructions of the receiving personnel. and ensure that you are wearing a safety vest and steel cap boots or shoes. Drivers must stay in the exclusions arrears.
6. While on site you must follow all traffic management rules, which includes exclusion zones for drivers to prevent incidents involving drivers and mobile plant.
7. Once you have been directed to a receiving dock via a message on the pager, open curtains, remove gates and/or straps then wait in the driver exclusion zone unless you are request to assist by the checker or forklift driver
8. Any pallets that are in the wrong TIHL configuration may be rejected.
9. On departure from the site you must report to the gatehouse with "Appointment ID" and "Pallet Transfer Authority" and ensure your vehicle is accessible for inspection. At this point you will be requested to return the pager.

### **Important Points to remember:**

- All Drivers must be inducted onto the site and have a valid site induction card
- Site inductions can be conducted online.
- All delivery vehicles must have an "Appointment ID" if applicable when arriving at the Gate House.
- All stock onboard must be consolidated into one Appointment ID.
- All loads must meet "Safe Loads Guide" requirements (see Safe Loads – Fact Sheet at [www. Metcash.com](http://www.Metcash.com))
- Drivers are required to obtain a new Appointment ID every time they enter one of our DC's. This includes obtaining a new Appointment ID if your load has been rejected for any reason previously.
- If delivering or picking up a shipping container the driver must have in their procession "Container Weight Declaration" paperwork.



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## Example of an Appointment ID document

To satisfy the requirements of the road safety compliance and enforcement legislation a process has been designed for inbound deliveries into any of the five (5) DC's within Metcash.

An "Appointment ID" document either provided by the supplier or their nominated transport carrier **MUST** accompany every delivery of stock into any Metcash DC. Contact details to rebook deliveries can be found on the specific "Transport Site Safety & Induction Brochure" for each Metcash DC. These can be found at [www.Metcash.com](http://www.Metcash.com) under "Supplier Information" then under "Site Induction" on the drop down box.

Metcash Trading Limited

Appointment ID: 122696



Appointment Time and Date 15:15 03/07/2013

Consignee: ALM Canning Vale

Date & Time	Truck Rego:	Site Location
01/07/2013 10:39		Canning Vale

Driver's Name:	Driver's License No:

### Appointment Details:

Order Number	Vendor	Cases	Pallets
0124887	HOWLING WOLF WINE GROUP	117.00	3.00
<b>Appointment Totals:</b>		<b>117.00</b>	<b>3.00</b>

### DO NOT REPLY TO THIS EMAIL.

If you have any questions relating to this Appointment please contact:

Metcash Rajinder Singh Phone:+61 (08) 94559024 Email:Rajinder.Singh@almliquor.com.au

Note: If you plan to consolidate orders or deliver stock in more than 1 truck, please call the contact on this email to make separate bookings as required.

\*Important\* - Any trailers that show up without an appointment may be turned away.

### PROCEDURE FOR VEHICLES UTILISING SITES WITHIN THE METCASH GROUP OF COMPANIES (INBOUND/OUTBOUND)

1. ALL DRIVERS MUST REPORT TO THE GATEHOUSE WITH (WHERE APPLICABLE) "DELIVERY NOTIFICATIONS", "PALLET TRANSFER AUTHORITY" AND ENSURE THE VEHICLE IS ACCESSIBLE FOR INSPECTION
2. ALL DRIVERS MUST WEAR A HIGH VISIBILITY SAFETY VEST AT ALL TIMES WHILE ON SITE
3. ALL DRIVERS WILL FOLLOW ALL TRAFFIC MANAGEMENT RULES (BOTH FOR VEHICLES AND PEDESTRIANS) WHILE ON SITE
4. ALL DRIVERS MUST FOLLOW ALL INSTRUCTIONS OF SITE PERSONNEL
5. WHEN DIRECTED TO AN UNLOADING OR LOADING BAY/AREA, OPEN CURTAINS, REMOVE GATES AND/OR STRAPS AND WAIT FOR FURTHER INSTRUCTIONS
6. INBOUND LOADS MUST ARRIVE ON SITE WITHIN HALF AN HOUR EITHER SIDE OF YOUR DELIVERY TIME SLOT
7. INBOUND PALLETS THAT ARE IN THE WRONG TIRE CONFIGURATION MAY BE REJECTED
8. OUTBOUND DELIVERIES WILL BE AVAILABLE AT THE SCHEDULED LOADING TIME AND/OR AS DIRECTED BY DISPATCH PERSONNEL

### PLEASE NOTE:

DRIVERS ARE REMINDED THAT UNDER THE ROAD SAFETY COMPLIANCE ENFORCEMENT LEGISLATION YOUR RESPONSIBILITIES INCLUDE MAKING SURE:

1. YOU ADHERE TO THE DRIVING HOURS REGULATIONS (TIME SPENT DRIVING AND WORKING)
2. YOU TAKE THE REQUIRED REST BREAKS
3. YOU RECORD YOUR DRIVING HOURS AS REQUESTED
4. YOUR VEHICLE DOES NOT EXCEED MASS LIMITS
5. YOUR VEHICLE AND LOAD DO NOT EXCEED DIMENSION LIMITS
6. YOUR LOAD IS APPROPRIATELY RESTRAINED
7. YOU DO NOT EXCEED THE SPEED LIMIT
8. YOU DO NOT TAMPER WITH ANY EQUIPMENT REQUIRED TO BE FITTED TO THE VEHICLE

### Driver's Declaration:

My signature (below) confirms the following statements are true:

1. I have been advised of any delays in the despatch/receiving process as and where applicable to my time on site
2. I have been provided with supplementary instructions in relation to extended delays as and where applicable to my time on site
3. I have been reminded of my obligation to abide by the Driving Hours Regulations and to rest if necessary

Driver's Signature \_\_\_\_\_