

Proposed Warehouse/Industrial Facility 1

Proposed Lot 2

Horsley Drive Business Park

Loading Dock Management Plan

Prepared for...



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INTRODUCTION

Managing warehouse/industrial operations is critical to ensuring the workplace is without risks to health and safety. Vehicles including powered mobile plant moving in and around the hardstand area, reversing, loading and unloading can cause serious injury, even occasioning death.

The term '*Traffic*' refers to passenger cars, delivery trucks, pedestrians, bicyclists, staff, contractors, service/emergency personnel, the public, powered mobile plant, forklifts, dock levellers, etc...

This Loading Dock Management Plan (LDMP) has been prepared by *Road Delay Solutions* as a guide outlining the procedures and conditions to be considered within the loading dock hardstand area associated with Lot 2, Speculative Warehouse/Industrial Facility 1, of the Horsley Drive Business Park (HDBP).

The operational procedures are a critical component of the LDMP. The procedural requirements commence with the driver's approach to the site and continue until such time as they leave.

An efficient warehouse operation, of which the LDMP is a part, permits companies to avoid delays, minimise accidents, prevent product damage, meet timeframes and ultimately, satisfy customer demands and expectations.

Optimum operational procedures can only exist if the loading dock is properly designed, operated and maintained. With effective loading dock processes, companies can realise significant gains in productivity, energy efficiency, and safety, while cutting costs.

Information contained in this document is relevant to all individuals accessing the loading dock.

The operator, hereby named the 'Tenant' will be responsible to ensure that the policies and procedures, as outlined, are observed and performed by all people within the organisation. This includes principal contractors, drivers, service personnel and other agents involved in the daily operation of the warehouse facility.

LEGAL OBLIGATIONS

Generally, it can be stated that everyone actively employed within the boundaries of the warehouse facility has a work health and safety duty.

The following outline these obligations and duties under law.

THE TENANT

The Tenant will be directly responsible for all the traffic management and material handling operations associated with the site.

Specifically, ensuring that the traffic management is executed in a way that will accommodate the differing vehicle classes and their movement to and from the HDBP.

The Tenant must ensure, so far as is reasonably practicable, that workers and other person are not exposed to health and safety risks arising from the daily operation of the business or undertaking.

The Tenant must further ensure, so far as is reasonably practicable, adequate provision has been made to permit staff, contractors, service personnel and the public the ability to enter and exit the site without risk to health and safety.

The Tenant and loading dock management staff must ensure mobile powered plant does not coincide with pedestrians or other powered mobile plant.

If there is a possibility of conflict, the plant must be fitted with a warning device alerting persons who may be at risk from its movement.

It is the Tenant's moral obligation to inform staff, agents and/or

contractors of any commonly known local road issues pertaining to the surrounding precinct which might prove beneficial in the operation of vehicles accessing the site.

When managing traffic flow the *Tenant* must consider the appropriate action(s) to be set in place, prior to operations, to eliminate or reduce the incidence of vehicular and pedestrian conflicts. These considerations include, but are not limited to...

- *Movements within the site access gateways,*
- *Pedestrian site access,*
- *Movements within the hardstand area,*
- *During loading dock operations – peak traffic scheduling versus non-peak times,*
- *Emergency vehicle access and egress, including fire service vehicles and ambulance,*
- *Any appropriate pavement marking(s) for loading area adherence and layover provision,*
- *Emergency evacuation procedures,*
- *Communication, and*
- *Waste management, and the clear delineation as to the location and presence of any permanent compactors, skip bins, or equivalent.*

SENIOR STAFF MEMBERS

Directors and managers have a duty to exercise due diligence to ensure the business or undertaking complies with the Work Health and Safety (WHS) Act and Regulations.

This includes taking reasonable steps to ensure the business or undertaking has and uses appropriate resources and processes to eliminate or minimise risks from traffic at the workplace.

DOCK TRAFFIC CONTROLLER

A *Dock Traffic Manager* (DTC) is to be a suitably qualified professional, delegated by the *Tenant*, to ensure the safe and efficient operation of the loading docks.

The Tenant may delegate a number of DTCs and is to ensure that a minimum of one (1) DTC is present within the hardstand area at all times during the hour(s) of operation.

All DTC will have multi disciplinary qualifications and be responsible to ensure the currency of mobile equipment operators licencing, particularly forklift licences. Contractors who cannot produce a valid licence for their discipline must be asked to stop operation of the plant or equipment immediately and a record of the incident logged by the DTC.

The DTC will be responsible for all entries to activity logs and movements on the hardstand, under the auspices of the Tenant. If the DTC were to detect any plant/equipment, vehicle or materials non worthiness, the subject plant must cease operation, a report logged and mitigation measures undertaken by the Tenant, contractor or service personnel, as soon a practicable.

STAFF, CONTRACTORS, SERVICE PERSONNEL

Staff members, contractors, service personnel and others must take reasonable responsibility for their own health and safety by adopting the policies, procedures and instructions so as not to adversely affect other people's health and safety.

OPERATIONAL DAYS

Loading dock operations are intended 24 hours, daily, 7 days a week. These hours of operation are provisional given the warehouse development is speculative. Any tenant or subsequent tenancy may elect to vary the operating hours.

Vehicular movements, material handling and general loading dock activities on any of the operational days will be at the discretion and responsibility of the *Tenant* and/or delegated DTC on duty, who must ensure that dock management procedures are adhered to.

COMMUNICATION

A clear line of communication is to be maintained between the DTC and operating staff, contractors and service personnel utilising the hardstand and loading dock areas. Contact details are to be held by the *Tenant* for all operating staff, contractors and service personnel.

It is considered beneficial that the *Tenant* set in place a regular line of communication with neighbouring Tenants occupying the HDBP.

At the very least, any extraordinary vehicular activities associated with site should be communicated between the immediate Tenants of the HDBP, as changes to access times and/or scheduling may be deemed appropriate, to improve operational safety for all.

When managing traffic flow the *Tenant* must consider the appropriate action(s) to be taken to eliminate any incidence of vehicular conflict...

- *Accessing the site access gateways,*
- *Within the hardstand area,*
- *During loading dock operations – peak traffic scheduling versus non-peak times,*
- *Emergency vehicle access and egress, including fire service vehicles and ambulance,*
- *Any appropriate pavement marking(s) for loading area adherence and layover provision,*
- *emergency evacuation procedures,*
- *Communications between Tenant and the Tenant's suppliers.*
- *Waste management, and the clear delineation as to the location and presence of any permanent compactors, skip bins, or equivalent.*

TRAFFIC MANAGEMENT

GENERAL

The WHS laws require the Tenant to ensure as reasonably practicable the elimination or minimalisation of all risk from the hardstand area.

All loading dock area operations, including material handling, equipment status staffing levels and scheduling within the hardstand area will be the direct responsibility of the *Tenant*.

The *Tenant* must ensure that all staff, agents and contractors are authorised and suitably qualified to perform their respective tasks.

The *Tenant* may delegate the supervisory control of the hardstand and loading dock activities to any number of Dock Traffic Controllers (DTC).

Each DTC must wear high-visibility vests/clothing and enclosed footwear, to control the movement of vehicles and pedestrians while creating a safe working environment.

There must be a minimum of one (1) DTC employed in the hardstand area at all times, and in a highly visible position, when Class 7 vehicles or greater are moving on the hardstand.

SITE APPROACH

Vehicles approach the site from Cowpasture Road, and do so via...

- A dual lane circulating roundabout at the intersection of Cowpasture Road and Copland Close, and then
- A dedicated heavy vehicle access 245m west of Cowpasture Road at the southwestern corner of the site.

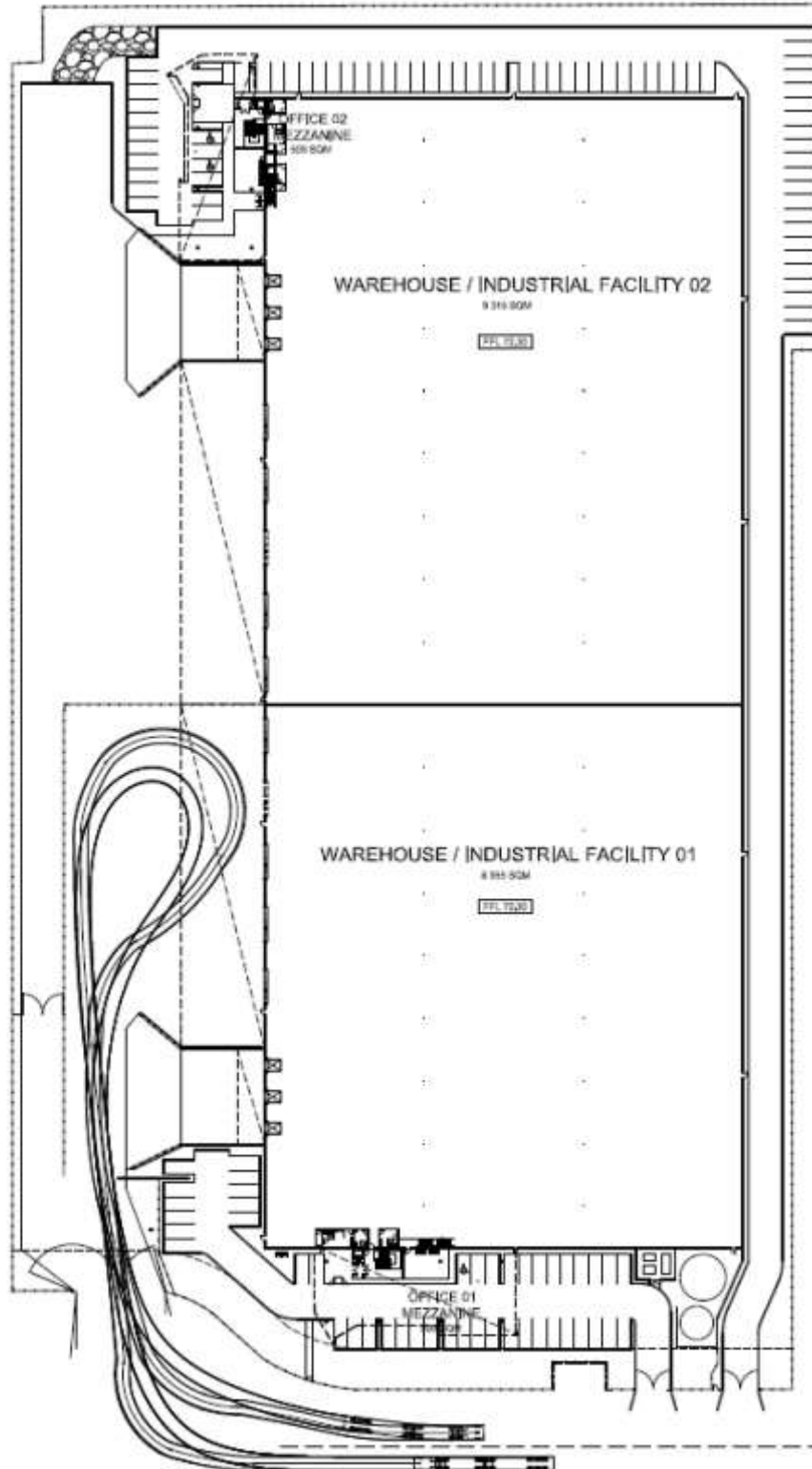
The heavy and passenger vehicle access and driveway provisions on Copland Close are in accordance with Council's DCP, AS 2890.1-2004, AS 2890.2-2002 and AS/NZS 2890.6-2009.

The access and internal hardstand road conditions have been designed to accommodate the movement and manoeuvrability of B-Double heavy vehicles in accordance with AUSTROADS guidelines. All heavy vehicle movements have been diligently assessed utilising the AUSTROADS templates and AutoCAD *Vehicle Tracking* during preparation of the *DA Traffic Impact Assessment*, prepared by *Road Delay Solutions*.

SIDRA modelling undertaken for the DA, adopting both random and uniform arrival rates over the modelled one (1) hour peak period, suggests that the projected vehicle generation associated with the site will not produce queuing which might extend from the access point, located some 160m west of Cowpasture Road, into the circulating roadway of the roundabout.

Through the employment of regulatory signposting, the parking of heavy vehicles on the public roadway will be prohibited.

26 m B-DOUBLE INGRESS AND EGRESS



The DTC and site operators will be directed to enforce a strict management plan for all truck movements at the site.

All passenger cars and heavy vehicles will be able and encouraged to enter and exit the site access locations in a forward direction having clear site of pedestrians within the footway areas.

The driveways must be clear and free of obstruction so as to permit the unimpeded movement of passenger cars and heavy vehicles. Each access point has been designed to the Australian Standards with regard to vertical and horizontal alignment requirements.

It should be noted that the loading or unloading of equipment/materials from The Horsley Drive, Cowpasture Road and/or the HDBP internal access road will not be permitted under any circumstance.

ACCESS CONDITIONS

Passenger vehicle, pedestrian and bicycle access to the combined 44 car parking spaces, is located to the south of Facility 1, some 159m west of the Cowpasture Road roundabout, is proposed via a gated driveway from Cowpasture Road, located near the southeastern corner of the site.

Heavy vehicle access is from Copland Close, some 245m west from the Cowpasture Road roundabout, near the southwestern corner of the site.

The heavy vehicle access driveway is to be managed by the DTC. No release from the hardstand of vehicle Classes 4 through 10, is to be permitted via the driveway until such time as any impending and/or scheduled, arrival has been completed.

Any change or unscheduled arrivals, by vehicle Classes 4 through 10, are to be announced via radio or equivalent, by the arriving driver to the facility office staff, allowing sufficient time for the DTC receive notification and to undertake the necessary actions to hold any departures.

All arrivals to the site by heavy vehicle, including non scheduled arrivals, must notify the warehouse office staff with sufficient time of the intended...

- *Arrival driveway,*
- *Time of arrival,*
- *Vehicle type, and*
- *Vehicle registration number.*

All time of arrivals and any variations are to be announced, by the responsible delegate, to the DTC.

No lay over or queueing of incoming heavy vehicles is permitted in Cowpasture Road.

The proposed ingress gradient onto the hardstand apron ensures sufficient undercarriage and overhang clearances when accessing and leaving the site.

The heavy vehicle access and internal manoeuvrability has been diligently assessed utilising the *AUSTROADS* templates and *AutoCAD Vehicle Tracking* which indicates that trucks, up to and including Class 10, B-Doubles, are capable of entering and leaving the site of the proposed warehouses in a forward direction.

All vehicle movements to and from the site must be performed in a forward direction ONLY at a speed not exceeding 10kmh. The access and hardstand areas are to be clearly signposted 10kmh.

SITE REGULATORY SPEED SIGN



No reversing of vehicles onto or from the Copland Close will be permitted.

Likewise, the egress directly onto Cowpasture Road, from the north east corner of the site, must be performed in a forward direction ONLY, at a speed not exceeding 10kmh.

Loading Dock Management Plan

VEHICLE CLASSIFICATION CHART

Level 1 Length (indicative)	Level 2 Axles and Axle Groups		Level 3 Vehicle Type	AUSTRROADS Classification		
Type	Axles	Groups	Typical Description	Class	Parameters	Typical Configuration
LIGHT VEHICLES						
Short up to 5.5m		1 or 2	Short Sedan, Wagon, 4WD, Utility, Light Van, Bicycle, Motorcycle, etc	1	$d(1) \leq 3.2m$ and axles = 2	
		3, 4 or 5	Short - Towing Trailer, Caravan, Boat, etc	2	groups = 3 $d(1) \geq 2.1m$, $d(1) \leq 3.2m$, $d(2) \geq 2.1m$ and axles = 3, 4 or 5	
HEAVY VEHICLES						
Medium 5.5m to 14.5m	2	2	Two Axle Truck or Bus	3	$d(1) > 3.2m$ and axles = 2	
	3	2	Three Axle Truck or Bus	4	axles = 3 and groups = 2	
	> 3	2	Four Axle Truck	5	axles > 3 and groups = 2	
Long 11.5m to 19.0m	3	3	Three Axle Articulated Three axle articulated vehicle, or Rigid vehicle and trailer	6	$d(1) > 3.2m$, axles = 3 and groups = 3	
	4	> 2	Four Axle Articulated Four axle articulated vehicle, or Rigid vehicle and trailer	7	$d(2) < 2.1m$ or $d(1) < 2.1m$ or $d(1) > 3.2m$ axles = 4 and groups > 2	
	5	> 2	Five Axle Articulated Five axle articulated vehicle, or Rigid vehicle and trailer	8	$d(2) < 2.1m$ or $d(1) < 2.1m$ or $d(1) > 3.2m$ axles = 5 and groups > 2	
	≥ 6	> 2	Six Axle Articulated Six axle articulated vehicle, or Rigid vehicle and trailer	9	axles = 6 and groups > 2 or axles > 6 and groups = 3	
Medium Combination 17.5m to 36.5m	> 6	4	B Double B Double, or Heavy truck and trailer	10	groups = 4 and axles > 6	
	> 6	5 or 6	Double Road Train Double road train, or Medium articulated vehicle and one dog trailer (M.A.D.)	11	groups = 5 or 6 and axles > 6	
Large Combination Over 33.0m	> 6	> 6	Triple Road Train Triple road train, or Heavy truck and three trailers	12	groups > 6 and axles > 6	

Light to medium trucks (class 3-5)

Heavy Trucks (class 6-9)

B-doubles (class 10-11)

Definitions:
 Group: Axle group, where adjacent axles are less than 2.1m apart
 Groups: Number of axle groups
 Axles: Number of axles (maximum axle spacing of 10.0m)

d(1): Distance between first and second axle
 d(2): Distance between second and third axle

SECURE GATED ACCESS

Security fencing and the electronic gated driveways are to secure ingress and egress of vehicles and pedestrians to and from the site. No gatehouses are to be employed.

As no gatehouses are to be employed on site, an effective line of communication must be maintained between the Tenant and contractors requiring access to the site. Each driveway entry must be monitored by remote camera or equivalent, and the signal received, in real time, by warehouse office staff. Any identified areas of concern are to be relayed to the TDC for the appropriate mitigation immediately.

Generally, the gated driveways will remain open during the prescribed hours of operation, unless instructed to the contrary by the TDC.

All vehicular and pedestrian activities, entries and exits, must be diligently logged by the Tenant for future reference detailing...

- *The service provider,*
- *Operator(s) name,*
- *Vehicle classification and registration number,*
- *Date and time of action, and*
- *The vehicles cargo cross referenced with the 'Cargo Manifest'. Any discrepancy(s) are to be reported by the DTM to the Tenant as soon as practicable following the incident.*

ALL vehicle and/or pedestrian access activities to the hardstand area, must be recorded.

HARDSTAND/LOADING DOCK

The hardstand apron (*which includes the loading docks*) is the paved area which provides connection between the gated entry and the loading docks.

As the link between transportation and storage, the loading docks are a critical link in the warehouse operations. The area should be well lit and clearly define the various areas of operation.

A combination of Flush Docks and Recessed Docks comprise the external material handling areas on site. They comprise specific characteristics and plant, including, but not limited to...

- *Unique identification numbering,*
- *Defined forklift storage bays,*
- *Dock locks incorporating bar bumpers.*
- *Hydraulic Dock Levellers,*
- *Gas bottle storage cages,*
- *'No Standing' zones*
- *Clear identification of emergency exits and corridors, and*
- *Smoking and Non Smoking zones.*

The indiscriminate movement of traffic on the hardstand and loading docks is not condoned.

While reversing movements should be eliminated, 19.5m rear loaded semi trailers will frequently reverse and the following should be considered...

- Using devices like reversing sensors, reversing cameras, mirrors, rotating lights or audible reversing alarms,
- Using the TDC, in clear view of the driver, to direct the reversing vehicle, and
- Exclude any non essential personnel from the immediate area.

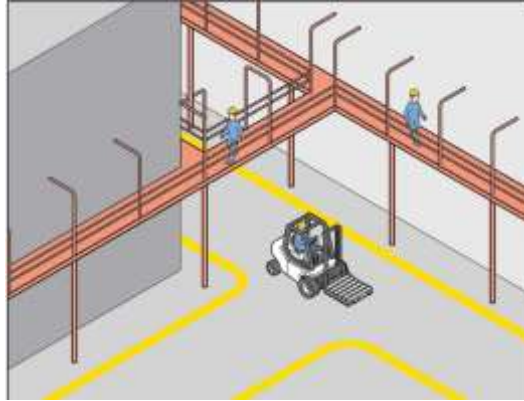
Clearly delineated movement corridors are to be installed utilising reflective pavement marking and signposting to reduce the potential for conflict.

All delineated movement corridors must act as exclusion zones for all but the intended traffic. Signs must be provided to define safety zones, parking areas, speed limits, vehicle crossing points, blind corners, material handling equipment corridors, etc...

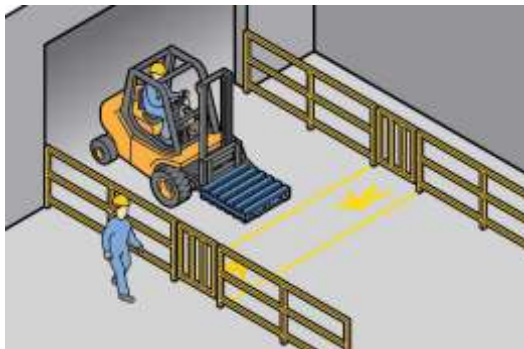
TYPICAL SIGNPOSTING



MOBILE PLANT MOVEMENT CORRIDORS

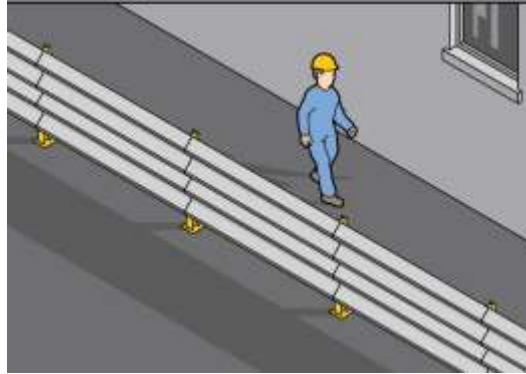


PEDESTRIAN WALK WAYS



The use of physical, high impact barriers or bollards (*permanent or temporary*) may be used individually or in combination to further reduce the potential risk and reinforce the paths of movement by mobile plant/equipment and pedestrians.

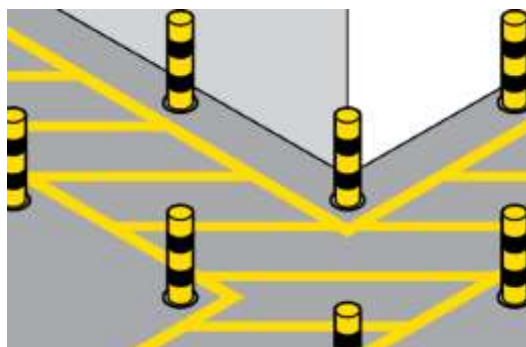
HIGH IMPACT BARRIERS



TEMPORARY BARRIERS



BOLLARDS



The hardstand area must remain clear of unnecessary equipment, waste and obstruction. Any equipment stored on the hardstand is to be placed within clearly defined areas, and any necessary physical barriers employed.

In summary, when managing traffic movement within the hardstand and loading dock areas the *Tenant* must consider the appropriate action(s) and treatment to be taken to eliminate or reduce the incidence of vehicular and pedestrian conflict. The following should be considered...

- *The access road carriageway to the designated, gated, driveway,*
- *The hardstand area,*
- *Loading dock operation – peak traffic scheduling versus non-peak times,*
- *Emergency vehicle access and egress, including fire service vehicles and ambulance,*
- *Any appropriate pavement marking(s) for loading area adherence and layover provisions,*
- *emergency evacuation procedures,*
- *Communications between Tenant and the Tenant's suppliers, and*
- *Waste management with reference to the clear delineation as to the location of any permanent compactors, skip bins, or equivalent, etc...*

The location and storage of plant and equipment on the hardstand area should be clearly defined and accessible by the delineated travel paths.

MATERIAL HANDLING

The loading docks may utilise any number of various plant machinery and equipment, including...

- Dock levellers,
- Pallet movers and jacks,
- Forklifts,
- Cranes,
- Man lifts,
- Scissorlifts,
- Trolleys, and
- Boom lifts.

All loading and unloading procedures will be undertaken onsite with each loading dock being capable of accommodating the reversing movement of 19.5m articulated vehicles in accordance with AUSTROADS guidelines.

The proposed hardstand and loading docks are to free of obstacles, parked vehicles and unnecessary plant/equipment to ensure safe and efficient operation.

Rear and side loading/unloading is permitted at each dock as directed by the DTC and defined by the pavement marking and signposting at each dock.

In some instances, the DTC may allow the unloading and loading of truck Classes 2 and 3, from the hardstand area, immediately west of the loading docks, if defined lifting plant corridors and pedestrian walkways are clearly marked.

SCHEDULING

Scheduling of vehicle activities is necessary for both receiving and shipping at each dock. This will avoid the possibility of time wasting when other fully loaded vehicles are waiting to be unloaded. Hence, scheduling will also curb material flow delay.

If scheduling of manpower is not optimal at the receiving and shipping area, there will be a bottleneck as there will be insufficient personnel to carry out a task. Hence, they will then need to process their operations faster which may lead to errors . eg. indicating wrong location or dispatching wrong product to customers.

STAFFING LEVELS

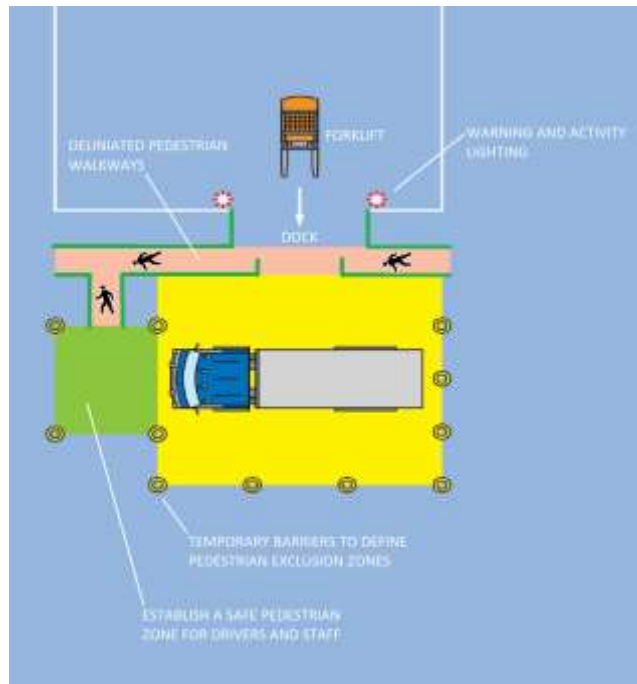
It is the the responsibility of the *Tenant* to ensure sufficient staffing levels to cover all necessary operations during material handling and activity logging.

In addition, for unloading, the updated cargo information is to identify the type and quantity of product that has been transferred into the warehouse. While for loading or shipping, the updated logs are to record which products have been loaded from the warehouse.

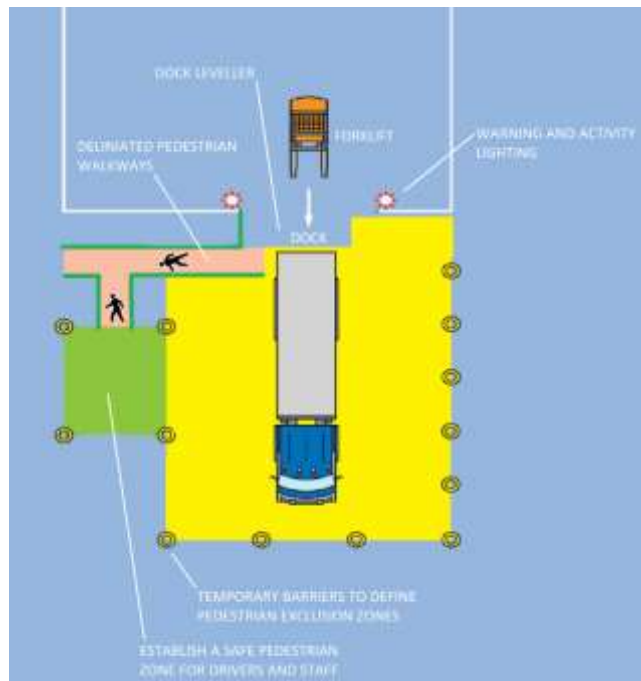
The DTC will oversee all material handling operations and ensure staff are in posession of the current accreditation and licences.

Loading Dock Management Plan

SIDE LOADING/UNLOADING



REAR LOADING/UNLOADING



PARKING AND PEDESTRIANS

The parking of passenger vehicles on the hardstand is not condoned. A clearly defined and secure parking area is provided to the south of the site, adjacent to Copland Close.

However, it is understood that passenger vehicles may, periodically seek access, in which case the DTC must clearly identify any such parking provision and ensure the designated position is free from hazard or conflict with the operation of the loading docks.

No access to the hardstand area should be granted to passenger vehicles if the DTC officer is unable to allocate a safe and conflict free position.

A clearly defined walk path is to be delineated on the pavement surface to guide both pedestrians and vehicles.

Contractors utilising standard passenger vehicles, and who require ongoing access to their vehicle to pick up and drop off equipment/cargo, may need to make alternative parking arrangements if no provision is possible. Any such provision may need to be communicated prior to accessing the site.

Contractors are entitled to drop off equipment/cargo and then move immediately to the secure parking area to the east of the site.

When staff, service personnel and/or contractors need to access their vehicle(s) numerous times during a stay, the following must be considered...

- *The availability of parking for emergency vehicles, such as St Johns Ambulance Police and Fire services,*
- *Uninterrupted access to the dock areas,*
- *Any scheduled arrivals, and*
- *Ensure personnel are wearing the appropriate high visibility clothing and footwear.*

Any contractor requiring pedestrian access to the hardstand area and/or building must enter via the office and request permission.

The DTC is required to maintain clear access for egress from all emergency exit doors leading onto the hardstand and loading dock areas.

The driver of any vehicle which is on the hardstand area and is not parked in an allocated position, but rather waiting for loading dock access, must stay within their vehicle, at all times, to ensure their vehicle does not impact on the safe and efficient operation of the loading dock.

Copland Close, Cowpasture Road and the surrounding arterial road network is regularly patrolled by NSW Police, the RMS and Council Rangers. Therefore, they operate as public roads and are subject to current road and traffic regulations.

SECURITY

Security fencing and electronic gated driveways are to secure ingress and egress to and from the site.

It is the Tenant's responsibility to have an authorised officer (DTC) on duty, during the operating hours of the loading dock to allow access for deliveries to and from the hardstand areas. As a standard rule, if there is no security officer on duty, then no access to the hardstand area or loading docks should be granted.

Activity schedules such as a '*Dock Traffic Control Schedule*', indicating access times to the hardstand by the Tenant's staff, agents, service operators and contractors, are required and must be diligently logged.

WORK HEALTH AND SAFETY

Safety requirements for the loading docks include the following...

- *In the event of an incident occurring on the Loading Dock, the DTC is to dial 000 and/or notify the appropriate emergency organisation, such as ambulance, NSW Police, etc... and follow any directions given.*
- *In the event of an emergency, once all involved parties are safe and/or out of personal danger, a record is to be logged and the incident reviewed. Following review, any remedial or mitigative treatments may be considered.*
- *persons under the age of 15 are not permitted at any time on loading docks. all persons must wear high-visibility vests/clothing and enclosed footwear (no thongs, sandals or open-toed shoes).*
- *no person is to work while under the influence of drugs or alcohol.*
- *emergency exits must remain unobstructed.*
- *no riding of bicycles, hover boards, skateboards, or similar on the loading dock or hardstand areas.*
- *Any flammable or combustible gas bottles are to be labelled with a company name and stored correctly in cages to be provided by the Tenant.*
- *all vehicles (including mobile equipment such as forklifts) must drive at a speed no greater than 10km per hour.*
- *forklift operators must be licensed and carry their licence on them whilst operating the machinery.*
- *crates, stillages and other storage containers must be stacked in a way which makes them stable and of no possibility of collapse.*
- *no unauthorised pedestrian access to the loading lock.*
- *deliveries and pick-ups by taxi, motorbike and/or by hand will be re-directed to the office for direction and guidance.*

HIGH VISIBILITY CLOTHING

All persons moving or working on the hardstand areas are required to wear high-visibility clothing in order to minimise risks associated with plant and vehicle movements around the site.

This clothing can be in the form of high-visibility vests or uniforms and must meet the requirements of AS/ NZS 4602.1. Specifically, it is the Tenant's responsibility to ensure that high-visibility clothing is worn at all times on hardstand and loading docks.

With one exception, the above requirements must be observed by the Tenant's staff, contractors and service personnel. Entries by the general public, whether by vehicle or foot are exempt. However, the DTC must ensure general public entries are directed to the office and any movements are 'contained' within defined movement areas. Any general public pedestrian entries, through the gated driveway, must be safely directed to the office.

EMERGENCY EXITS AND CLEARWAYS

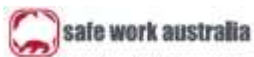
Emergency exits and walkways MUST remain clear at all times. This will assist emergency personnel to access the loading dock in the event of an emergency.

SMOKING ZONES

Smoking is only to be permitted within any designated smoking areas and not within 4m of the loading zone or as materials being handled demand.

Work place safety is not only crucial in ensuring the health of persons utilising the warehouse facility but equally important to the economic viability of operations.

For further information and guidelines regarding Risk Management and Codes of Practice please reference the following...



Safe Work Australia Contact Information
Phone 1300 551 832 | Email info@swa.gov.au | Web www.swa.gov.au



WORKCOVER NSW www.workcover.nsw.gov.au