

REQUIREMENTS OF HAULIERS PRIOR TO ARRIVAL ON CHEP SITES



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CHEP is committed to its Zero Harm Policy which supports the health and safety of all personnel and visitors on site. In addition to this we are committed to the prevention of damage to plant, equipment and the environment. To achieve this you are required to fully comply with the enclosed instructions.



- You must provide a fully serviceable vehicle and trailer including internal lights and a method for securing the load where applicable.
- You are required to provide a hard hat, safety shoes and high visibility jacket. Failure to wear these could result in no service from the plant.
- CHEP operates a No Smoking policy at all sites.
- Foul, abusive or threatening behaviour will not be tolerated and will result in vehicles being turned away.
- CHEP operates a zero landfill policy therefore littering on CHEP sites is not acceptable.
- Returning loads should be correctly stacked and stable. Excessively damaged loads should be secured to prevent them from falling.
- When loading or unloading, drivers must confirm that they have applied the handbrake, removed the keys from the ignition and given them to the FLT driver.
- CHEP reserves the right to refuse the service of a vehicle at its own discretion.

- CHEP does not take responsibility for injuries sustained by Transporters climbing on their loads or vehicles.
- Safe entry in and out of the container of box vehicles is the responsibility of the Transporter.
- Pallet types should not be mixed in the same stack.
- For Box/Fridge/Container vehicles returning loads must be configured with pallet stacks along the length of the vehicle being 1000mm or 800mm side facing the FLT driver, otherwise acceptance could be refused.

CURTAIN SIDED VEHICLES

- Curtains may be unclipped before arrival at load/unload bay.
- When loading, pull curtains back, and return to the cab or stand where instructed by FLT Driver.
- When unloading, pull curtains to the front and return to the cab or stand where instructed by FLT driver. Only adjust curtains, bars and boards when directed by FLT driver.
- No assistance will be provided to work at height when removing or replacing boards, or due to vehicles not being fit for purpose.
- When instructed, close curtains and clip up in designated area.

BOX/FRIDGE/CONTAINER VEHICLES

- Transporters are responsible for safe entry in and out of the container.
- A pallet truck will be provided for your use.
- The pallets will be loaded/unloaded in a way to allow you to move the pallets as easily as possible.
- Please return the pallet truck when instructed.
- Load/unload the pallets in a configuration as instructed by the FLT driver.
- Ensure rear doors are secured before leaving the loading/unloading area.
- Returning loads must be configured with stacks along the length of the vehicle being 1000mm or 800mm side facing the FLT driver.



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GENERAL INSTRUCTIONS FOR HAULIER DRIVERS AT CHEP SERVICE CENTRES

- On arrival adhere to signage and contact service personnel, thereafter complying with all given instruction.
- Do not leave your vehicle unattended.
- Obey the speed limit at all times.
- Be aware that the yard is a pedestrian free zone. Note: any unauthorised pedestrian activity in the yard will prompt a yard lockdown.
- Only reverse with the assistance of service centre personnel.
- Servicing of any vehicle on a CHEP operated site will only take place in designated areas, where transporters will be required to pull up to a “stop and chock” sign.
- Whilst being serviced always turn off your vehicle when stationary, apply the handbrake, remove the keys from the ignition and give them to the FLT driver.
- In case of emergency follow instructions from service centre personnel.
- Remain in your cab until instructed.
- Always follow the instructions of the FLT driver.
- Once the vehicle has been serviced, the transporter must collect paperwork from Service Office before leaving site.

- If you are required to exit your vehicle, wait in a position of safety (refuge), as directed by CHEP personnel.
- You **MUST NOT** climb on your loads. Seek help and advice from CHEP personnel.

FLAT BED VEHICLES

- You must be in the cab of your vehicle throughout the servicing of your load.
- Start and move the vehicle only when instructed by FLT driver.
- Secure the load in the designated area.

REPATRIATION / TILT STYLE VEHICLES

- The curtain must be pulled back and boards/ bars removed prior to/or after moving onto the designated load and unload area.
- The tilt/lift facility must not be used to increase the storage capacity.
- You must follow FLT driver instruction before re-dressing your vehicle.
- Only adjust curtains, bars or boards when directed by the FLT driver.
- Close curtains and move to designated area to clip up or re-thread.

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