

# VALLEY

## GARDEN SUPPLIES

*Quality Suppliers to the Building trade for 45 years*

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# Driver Handbook



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# Purpose

This handbook has been prepared to provide:

- a. An INITIAL training aid;
- b. Your guide, setting out what is required of you as a driver for VALLEY GARDEN SUPPLIES PTY LTD (Company);
- c. Your personal reference book.

No handbook, however carefully thought out, can provide all the answers. For this reason VALLEY GARDEN SUPPLIES PTY LTD does not wish drivers to adopt the attitude that if it is not in the book, it is not required. These instructions are guidelines and will not replace the knowledge which can only be gained from experience and common sense.

### **THE GOLDEN RULE:**

If you don't know or are unsure - ASK

### **Policy: Vehicles - Drivers**

Allocation of vehicles to drives: where possible each driver is allocated to a particular vehicle.

It is company policy for the driver to drive this vehicle for its total life regardless of the drivers seniority of service or new vehicles purchased. It is also policy that relief drivers will be required to drive your vehicles at times as directed by the manager. It is the responsibility of each driver to maintain his cabin, toolbox locker and truck body in immaculate condition at all times.

It must be remembered that each driver has a responsibility to present himself and his vehicle to the best of his ability, our reputation is based on high standards.

**PLEASE KEEP THESE STANDARDS HIGH.**

Stephen Hamilton  
Managing Director  
Valley Garden Supplies Pty Ltd

# Company Requirements

## GENERAL

1. The Company requires each driver to commence work at the correct starting time. At all times drivers must present a neat appearance and be well mannered in dealings with both customers and other persons encountered.

A driver is both company employed and sub-contractor or sub-contractor's employed driver, and will be obliged to abide by the regulations set down in this, or any subsequent, handbook.

2. The driver should carry a **current driver's license** at all times whilst on duty, and be prepared to show such license to any authorised officer of the company upon request.
3. **DRINKING ALCOHOLIC LIQUOR OR BEVERAGE IS NOT PERMITTED WHILST ON DUTY, NOR DURING MEAL BREAKS.**

Drivers are expected to abstain for at least eight hours before commencing duty and to have sufficient rest before commencing duty to ensure completion of the shift without endangering public safety through fatigue.

#### 4. Dismissible Offences

Company Drivers may be dismissed for any of the following breaches (this list is not exhaustive):

- a. Drinking on duty;
- b. Culpable driving (i.e. road rage);
- c. Illegal drug taking;
- d. Repeated offences or breaches of company rules and general safety requirements, including bad driving habits;
- e. Insolence;
- f. Incompetence;
- g. Serious and wilful misconduct;
- h. Loss of licence;
- i. Smoking in non-designated smoking areas;
- j. Damage to company or public property; and
- k. Found guilty of a criminal or traffic offence.

#### 5. Sick Day Procedure

Drivers are expected to call the office before 7am each sick day.

#### 6. Annual Leave

You are entitled to 20 days annual leave per year plus public holidays.

## Occupational Health & Safety Policies

### INTRODUCTION

As part of the *Occupational Health and Safety Act*, enacted in 2004, employers are required to provide information, instruction and training to employees, so that they can perform their work duties safely, without adverse risks to their health.

## **EMPLOYEE OBLIGATION**

You have health and safety responsibilities under the OHS Act as an employee. While at work you must take reasonable care for your own health and safety, and that of other people. You must cooperate with anything the Company does to meet its health and safety obligations. This includes obeying all safety signs and instructions, and wearing any personal protective equipment required.

## **EMPLOYER OBLIGATION**

VALLEY GARDEN SUPPLIES PTY LTD has legal responsibilities to you regarding health and safety. The Company must also consult with you on a wide range of OHS matters. It must: provide information about relevant OHS matters; give you a reasonable opportunity to express your views about health and safety matters; and take your views into account. The Company must provide a safe and healthy workplace for all workers and contractors. This includes:

- providing and maintaining safe plant (such as machinery and equipment) and safe systems of work (such as controlling entry to high risk areas, controlling work pace and frequency and providing systems to prevent falls from heights)
- implementing arrangements for the safe use, handling, storage and transport of chemicals (such as dangerous goods and other harmful materials)
- maintaining the workplace in a safe condition (such as ensuring fire exits are not blocked, emergency equipment is serviceable, and the worksite is generally tidy)
- providing workers and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)
- making sure workers have adequate information, instruction, training and supervision to work in a safe and healthy manner.

The Company must also:

- adequately monitor your workers' health (such as providing hearing tests for workers exposed to high noise levels, providing blood tests for workers exposed to lead and monitoring fatigue levels of transport and other workers)
- keep information and records relevant to your workers' health and safety (such as records of biological monitoring, asbestos assessments, first aid records and relevant medical information)
- employ or engage people with the necessary qualifications or expertise to advise you on health and safety issues affecting your workers
- consult with employees on matters that may directly affect their health, safety or welfare. Where the employees are represented by a health and safety representative (HSR), the HSR must also be involved in the consultation

- nominate a senior management representative (or yourself) to deal with workers and their health and safety representatives in resolving health and safety issues at the workplace
- provide your workers with information in the appropriate languages about your workplace health and safety arrangements, including the names of those to whom the workers can make an inquiry or complaint.

## Driving Rules & Habits

### INTRODUCTION

The reputation of VALLEY GARDEN SUPPLIES PTY LTD and its drivers depend largely on the action of the drivers and their courtesy to other road users.

Company drivers have always enjoyed a good and courteous reputation and we expect new drivers joining the company to maintain this respect.

The following rules are designed with this in mind and are for your benefit as well as others who at times share the road with you.

### RIGHT OF WAY AND COURTESY

The average motorist has little or no idea how difficult it can be controlling a heavy vehicle and may be inclined to be disrespectful and take some risks. You should be aware of this, and assume the role of defensive driver who will allow for errors and discourteous of other road users with patience and understanding. Do not insist on your right of way if by doing so, an accident will be the outcome.

Courtesy costs very little and can engender a tremendous amount of goodwill.

A good point to remember is that right of way is not something you have, but what the other fellow gives you. There is small satisfaction in being dead right.

When approaching a situation that calls for a right of way decision, make sure the other driver has seen you and is allowing you right of way. Never assume that you have been seen, until you can see the other motorist is obviously going to give way. Whether you have right of way or not you are expected to take reasonable precaution to avoid an accident.

### Entering a site - Right of Way

In all cases when entering a site such as a quarry or other site where there is earthmoving machinery, the Loader will always have right of way. Ensure that you observe this rule and make sure that the Loader driver is aware of your presence and you are not invading the Loader's space.

### NARROW BRIDGES

In all cases where doubt arises as to whether a narrow bridge or some other hazard is wide enough to allow you to pass an oncoming vehicle, you must yield right of way.

This is a positive instruction and the onus is on for any accident arising from passing in such circumstances rest squarely with you. When approaching this type of hazard you must be travelling at such a speed that you are able to stop and yield right of way.

## **LOW BRIDGES**

Where possible avoid low bridges and underpasses. If there is a suitable bypass available, use it. Unless a bridge height is clearly marked in excess of 4.27 metres (14 feet) clearance, you should not attempt to pass underneath without checking the clearance.

Drivers must know height of vehicle.

## **RAIL CROSSINGS**

Rail crossings are like loaded guns, always dangerous. You should make sure that at least one window is wound down so that you can hear the train whistle.

Provided that it is evident that it is safe to proceed over a railway crossing, the vehicle need not stop where:

1. A railway level crossing is provided with signalling devices or boom gates for traffic control;
2. A railway level crossing is controlled by a police officer or railway employee; or
3. A railway level crossing is marked to indicate the railway line is redundant. The driver of a motor vehicle shall not change gear whilst negotiating a level crossing or whilst any part of the vehicle is within 3 metres of nearest or furthest rail except in an emergency.

## **OVERTAKING**

Overtaking a large vehicle is always a hazardous task on two-lane roads and extreme care must be exercised when attempting to overtake another vehicle particularly if that vehicle is travelling at, or near your speed.

Do not attempt to overtake vehicles unless you have sufficient speed to overtake quickly and regain your correct side of the road without a fuss. Do not overtake on the crest of hills or curves whereby it is necessary to cross the centre line, whether marked by double lines or not.

## **SPEED IN CORNERS**

The speed of a company vehicle in any curve must largely be left to the driver's discretion. Certainly it should not be more than advisory speed signs indicate and in a 90 degree corner, must not exceed 24kph.

However, these are maximum speeds and the driver is obliged at all times to enter corners or bends at a safe speed. A safe speed will be deemed to be a speed that allows for the vehicle to remain upright at all times. In the event of an overturn that cannot be explained by mechanical failure, tyre blowouts, or any other reason, the driver will be held responsible and may be dismissed following investigation of the accident.

## **TRAVELLING BEHIND VEHICLES**

The law and the Company expect that the driver will always maintain adequate stopping distance between company vehicle and those travelling in front. Drivers involved in front-to-rear collisions may be dismissed if, upon investigation, there is no evidence of brake failure, whether police lay charges or not.

If you are travelling behind another company vehicle or any large commercial vehicle on an open highway and set no intention to overtake, you are expected to maintain a clearance of at least 365 metres. If you do intend to overtake, the law requires you to maintain at least 30 metres clearance until the road is clear enough for you to complete your overtaking.

Never, at any time, travel closely behind any vehicle, particularly motor cars. It is a frightening experience to have a large vehicle travelling at speed immediately behind. This creates hostility on the part of the motorist concerned.

## **PASSENGERS**

Carrying passengers is not allowed in company vehicles, excepting employee travelling in the course of their duties. Drivers only of commercial vehicles in distress on the highway may ride to the nearest point where they can secure aid.

## **PARKING**

Where parking company trucks or trailer only for any length of time, park the vehicle away from shops or houses. Do not park the vehicle in such a position where traffic has to divert around your vehicle.

## **SPEEDS**

Do not travel at speeds that will draw unfavourable comment from either the police or the general public. When travelling over strange road, speed is said to be such that you will not be caught unaware by deviations, culverts and other hazards often encountered on such roads.

## **ROAD SIGNS**

Road signs are erected for the safety of all motorists and apply particularly to drivers of heavy vehicles. Obey all road signs.

## **ROAD RAGE**

This is illegal and will not be tolerated. Anyone found road raging will be instantly dismissed.

## USING A MOBILE PHONE

Using a mobile phone whilst driving distracts your attention from the road and prevents you from maintaining proper control of your vehicle. Due to this, using a hand held mobile phone whilst driving is illegal and attracts a significant fine and three demerit points.

You do not need to be talking on the phone to be breaking the law. Whilst driving, it is illegal to:

- Talk;
- Send or receive text messages;
- Play phone-based games; and
- Take photos.

It is also illegal to perform these activities when your vehicle is stopped but not parked, such as when waiting at traffic lights. If your phone rings or you need to send a message whilst driving, pull over and park safely and legally before answering it.

### Hands-free kits

It is illegal to use a hands-free phone whilst driving if it causes you to lose proper control of your vehicle. The penalty is a significant fine and demerit points.

Although a hands-free device can reduce the physical effort to make and receive calls, it does not necessarily make phone use safer while driving. Consider the following suggestions if you must talk on a hands-free phone whilst driving:

- Make sure the hands-free function is set up and working before you start driving;
- Keep conversation short;
- Do not engage in complex or emotional conversations;
- Explain to your caller that you are driving and arrange a better time to speak with them; and
- If it is distracting you from driving, end the call.

Anyone found breaching these laws will be instantly dismissed.

## FEDERALLY REGISTERED VEHICLES

All drivers are to comply with the regulations regarding federally registered vehicles. In particular drivers must be aware that loads must not be delivered within the same state as they are picked up, i.e. no intrastate deliveries are allowed.

## LOG BOOKS

All drivers of vehicles with Gross Vehicle Mass of 12 tonnes or less are required, by law, to complete a log book. It is the driver's responsibility to understand and comply with these VicRoads requirements.

# Incidents & Accidents

## INTRODUCTION

Do you know what to do when you have been unfortunate enough to be involved in an accident?

In the excitement, one is apt to overlook wise or necessary procedure, so the following advice is suggested:

The motor traffic act stipulates that where, owing to the presence of a motor vehicle upon a public street, an accident occurs whereby the death of (or injury to) any person is caused, the driver of every motor vehicle concerned shall stop and give assistance which may be necessary and which is his power to give.

Failing to stop and render assistance on such occasions could for a first offender subject you to a fine of \$1,500 or nine months imprisonment or both. For a second offence fine could be \$2,000 or twelve months imprisonment or both.

## WHAT THE LAW SAYS

In the case of death or injury, or property damage in excess of \$1,500 or other presented amount, the driver shall, unless unable to do so because of injury, stop and if requested by any person with reasonable grounds, produce his licence and give his name and address, registered number of the vehicle and the name and the address of the vehicle's owner.

Also if required by the police, he shall give such particulars as it is in his power to give the accident - time, place and nature of the occurrence, registered numbers of vehicles involved, names and addresses of persons concerned or of witnesses, and the existence of any injury or damage.

As soon as practical, and in any case within twenty-four hours after the accident, he must give full particulars to the officer in charge of the nearest police station, unless already given to a police officer.

## TIME TO THINK

It should be noted that persons involved in motor accidents are not required by law to give a signed statement to police.

Accordingly, Company drivers are instructed not to sign any statements prepared by the police or anyone else in relation to an accident.

Subsequently, the company and / or the driver may seek legal advice and, if necessary, submit statements which would not unduly prejudice the drivers positions.

Your actions after an accident could have a great influence on subsequent events, so you should do all that is necessary to assist in your case.

If not badly injured, get to work and assemble the facts, which may be subsequently, of benefit to you. If injured, arrange for somebody else to do these things for you.

It is important that you try to secure independent witnesses.

Take photos as cameras are in all trucks.

It is not actually necessary to ask them what they saw, but obtain their names and addresses and leave it to your representative to obtain a statement from them later on.

Do not admit your liability, even though you may think the accident what caused by your fault.

What you may consider to be your wrongful action may not be correct, and although you may have contributed towards the accident the other party may also be to blame, and may have been the last person able to avoid the accident.

If however, you consider the accident was caused by no fault of yours, then do not forget to the other driver exactly that.

Do not forget to get the name and addresses of the owner of the car if he is not the driver, although it is most essential that you should obtain the name of the driver, as he is the person primarily liable. However, if the driver is not the owner, and unless the owner was in the vehicle at the time, you cannot proceed against the owner unless you can show that the vehicle was being driven upon the owner's business.

If possible, also obtain the names of the passengers in the other vehicles. If the vehicle in collision with yours is a truck, make a note of its contents. This may help you prove that the vehicle being driven on the owner's business. These things should be done before you move your vehicle. Insist that the other driver also allows his / her vehicle to remain in the same position whilst you note the actual directions in which the vehicles involved are facing; their distance apart; and their distance from the edge of the road. It is particularly important to measure the length of any skid marks on the road.

Make a small sketch of the situation, marking distances measured by you. This cannot be used as evidence, but will refresh your memory when you may be called to give evidence some months later.

A badly smashed vehicle should be towed away to the nearest place of safety. Before that occurs take several snapshots (using the supplied camera in your vehicle) showing the position of the vehicle and note particular damage to it. This may help to determine who is at fault.

## **ROAD ACCIDENTS**

Drivers involved in road accidents involving company vehicles, and who are physically capable, are required to take the following steps:

In order of priority you should arrange for the following people to be advised:

- a. Police;
- b. Ambulance (in case of injury only); and
- c. The Manager

## **PROTECTING THE SCENE OF THE ACCIDENT**

As soon as practical after you have carried out the above procedures you should then place warning signals around the vehicle to prevent other motorists running into the stopped vehicle and / or encourage hazard lights.

## **RECORDING DETAILS**

Only after you have observed the above rules should you then obtain the following information:

- a. Location of accident;
- b. Time of accident;
- c. Date of accident;
- d. Make and registration number of other vehicles involved together with the driver's and the owner's names and insurance company if any, and the driver's licence number;
- e. Name of police constable investigating and his station;
- f. The names of independent witnesses; and
- g. Make a sketch of the scene showing relevant distances, skid marks etc.

It should be noted you are not required to give Police written statements admitting liability nor should you admit liability to anyone at the scene or later.

Admit nothing, promise nothing and do not argue. Be polite, give your name and the name of the company to anyone involved or investigating the accident and show your driving licence, on request.

Do not make statements to the press or anyone else, but refer them to the Company representative attending.

## **REPORTING BREAKDOWN / ACCIDENTS**

Should your vehicle breakdown or be involved in an accident, it is your prime responsibility to ensure your unit does not become a hazard to traffic. Where possible get the vehicle moved to a position out of the traffic stream. If not you should stay with the vehicle and warn oncoming traffic.

Drivers should not leave vehicles unattended on rural roads or highways, and only for a limited period in built up areas.

If you need assistance, ask a passing transport driver or motorist to call VALLEY GARDEN SUPPLIES PTY LTD, reverse charges, so that the correct information will be transmitted.

## **DETAILED REPORTS OF ACCIDENTS**

As soon as practical after an accident / incident you should complete an Incident Report form and forward it to the Manager.

Reports are required where any company equipment is involved and whether drawn or carried by sub-contractor operators or company drivers and vehicles.

### **IF YOU ARE INJURED**

Please refer to the Victorian WorkCover Authority guidance.

## **Safe Working - General**

### **INTRODUCTION**

The Occupational Health and Safety Act has been designed to secure the health, safety and welfare of persons at work. Severe penalties can be incurred by the employer and employee if they fail to comply with the requirements of the act.

**At Valley Garden Supplies SAFETY is everyone's responsibility.**

You have a responsibility to yourself, your family, your fellow employees, the company and the community to work safely. Every effort, within reason, will be made by the company to provide safe working conditions. Without observance of safe working instructions and the application of common sense, you may be the cause of an accident.

These instructions have been issued to protect the safety of all employees and must be strictly observed.

### **SAFETY - MAINTENANCE REPORTING**

Use a Defect Report available at the office.

### **CLOTHING**

You may be stopped from working if clothing not correct for the job.

### **FOOTWEAR**

Safety footwear must be worn at all times.

### **MANUAL HANDLING**

The Company is required to protect you from manual handling injuries. At the same time, you have a general duty to take reasonable care for your own health and safety, and that of others who may be affected by your work, and to cooperate with your employer's efforts to make the workplace safe. Please refer to WorkSafe Victoria guidance on manual Handling for further information.

You must be aware of the requirements to load and unload 40kg bags of cement, Limil and other like products. If you have any doubt at all in this area then discuss with your manager.

### Truck Drivers - Delivering to a Site

At arrival of delivery address confirm the following before tipping:

- a. Correct customer;
- b. Correct job site;
- c. Correct material;
- d. Ascertain as to where goods are to be placed;
- e. If the job is fenced to gain access you must use the cross-over from the gate opening only; and
- f. Make sure load is tipped within site boundaries and gate is closed when finished.

The reason for the above is as follows: the office may have misunderstood the order placed by the customer.

Once the goods are on the ground the problem of who is at fault is outweighed by who is going to move the goods and who will pay for them.

When entering a property or building site please check for the following:

- Overhead wires;
- Telstra pits;
- Soft spots;
- Spew holes left by removing tree stumps;
- Backfilled trenches;
- Rio lying around to stake tyres;
- Narrow entrances and gateways;
- Eaves on houses;
- Reversing blind (do not rely on any person to guide you);
- Overhead branches; and
- Heavily bushed driveways that will scratch truck duco.

Observe and comply with the following conditions:

- Do not drive on concrete drives unless you have cleared with the customer the ramifications of a heavy vehicle using the driveway;
- Do not enter a building site unless a crossover is in place;
- If no crossover is available seek advice from office;
- During the damper months please check the ground for soft spots, spew hole's, backfilled trenches etc, explain to the customer in a polite manner his responsibility if the vehicle becomes bogged, that he will be liable for any towing fees and any damage incurred to the vehicle. The customer will always insist on the material to be

placed as close to a job as possible, and if you become bogged accept no responsibility, the Company does not take kindly to towing fees, and in some instances may deem the driver negligent;

- If there is any chance of getting bogged, reverse into job so that you can tip off and be pulled forward instead of trying to shovel load out of way;
- Do not tow a loaded truck; and
- Do not attempt to unload a heavy or bulky load without ensuring that you have appropriate mechanical and / or manual assistance.

### **Delivery Logs and Delivery Dockets**

Each truck has a delivery log book unique to that truck.

Fill in your name, time, customer name, delivery address, any additional notes and if you refuelled. Please write clearly and legibly.

If customer is on site provide them with a copy of the delivery docket.

When in receipt of cheque or cash mark the delivery docket paid and by what method.

If a cheque has been tendered, ask the person to write name and address, home phone number and licence number on the back. NB- a mobile phone number is not acceptable.

### **Truck Driver Washing and Maintenance of Vehicle**

On arrival in the morning you are allowed 15 minutes to check your vehicle for any:

- Oil or water leaks;
- Indicator and tail lights; and
- Look for any sign of interference overnight.

Do not run around starting other trucks, or talking to other staff members, it is imperative that you adhere to the above as it could save serious damage to the vehicle, and also save your position as a driver.

The following times have been allocated for washing and greasing vehicle:

QUAD DOG	1 hour to grease 3 hours to wash
TRUCK and TRAILER	1 hour to grease 2 hours to wash
TANDEM	½ hour to grease 1 hour to wash

SINGLE AXLE	½ hour to grease
	½ hour to wash

For maintenance, complete a DEFECT REPORT and forward to the manager.

It is your duty by law to see that the vehicle you drive is kept roadworthy.

Please make sure any problems are written down and handed to the appropriate personnel.

## Emergency Contact Details

Valley Garden Supplies Office	9401 5540, 9401 3414
After hours	0438 112 223, 0438 800 755
Emergency Police / Fire / Ambulance	000

## Trucks Drivers Rules

### You are a representative of VALLEY GARDEN SUPPLIES PTY LTD

Therefore a polite and respectful attitude to customers and road users must be maintained at all times. Do not involve yourself in a dispute with any persons, please refer them to this office.

Please make yourself aware of the dress code and adhere to it, no exception will be permitted.

You are responsible for the vehicle you drive. It is up to you to ensure all maintenance is carried out fully, if there is a problem you are not sure of notify the Manager to make sure they are aware of the problem and put it in writing, using the Defect Report form.

Please keep a diary on the vehicle this way there is a record on such things as tyre rotation or replacement, warranty repairs, ongoing problems etc.

When in a quarry or on a building site remember: **all earth moving machinery has right of way**. When in the sand pit or any quarry please remain in your vehicle until the earth moving machinery has sighted you and turned off and stepped out of their machinery. If your vehicle is equipped with communication then you can communicate with the earthmoving equipment driver to ensure that they are aware of you before you leave your vehicle. When leaving your vehicle ensure you wear that hard hat and high visibility safety vest (provided in all trucks).

It is required by law for all personnel to wear a hard hat at any quarry site.

If leaving your vehicle unattended for any reason please notify dispatcher, this will save unnecessary calling.

Please confirm with the dispatcher the order you have received in for you. Confirm the customer name, address, type and quantity of material to be collected and the destination of pick-up. If more than one item is placed with order please check list with dispatcher prior to leaving yard. Do not leave with only half the goods.

If tailgate does not shut automatically please do so, it is dangerous and illegal to carry an unsafe and / or an insecure load.

Please make sure all goods carted are secured and where warranted tarped. **NB- The Company will not pay fines for insecure loads.**

## Dress Code

### TRUCK DRIVERS:

Personal hygiene is a very important issue and must be recognised, long hair must be secured. Drivers must present themselves neat and tidy at all times. Not unkempt - i.e. not uncombed, dishevelled, untidy or of neglected appearance.

Drivers must also ensure that they have adequate protection from the hazards of working outdoors and minimise exposure to ultra violet light.

When in a quarry or on a building site and leaving your vehicle ensure you wear a hard hat and safety vest.

## Loading Verification Process

When loading goods at any quarry, drivers MUST verify that the goods they request to be loaded match the description of goods on the paperwork they are given and PHYSICALLY CHECK that the correct product is in the truck BEFORE they leave the quarry.

Errors that may occur by not verifying the load will have serious consequences to staff and subcontractors. Reimbursement costs will be sought where applicable.

## Washing Out Trucks Between Loads

Customers require that our trucks are clean when we pick up material for cartage. This is to avoid contamination of the customer's load and we must ensure that if contamination occurs our trucks are not responsible.

All drivers are to ensure that their truck bodies have been washed out prior to loading soils, sands and the likes.

If your last load was packing sand and the next one is white washed sand or vice versa, then there is no need to wash out. Common sense must prevail. If you are in doubt contact the office or weighbridge staff at the pit.

## Tipping Off in Tight Spots

All drivers are asked to provide the best level of service to our customers, and if that means we have to unhook to accommodate this, then so be it.

Our level of service and professionalism is all that is between our competitors and us and for us to keep this edge we ask that all drivers do what is necessary to keep customers happy.

There are some sites where unhooking is the only way to achieve this (e.g. ??) and although we are usually pushed for time we must do what is necessary to keep our customers happy. If our customers are not happy they will go elsewhere.

## Site Specific Quarry Enquiries

When delivering to a quarry, it is your responsibility to comply with any site specific rules. Some of these rules for some of the quarries are included in this section - whilst every effort is made to keep these rules up to date you must always check at the relevant quarry to ensure that you are complying with the latest rules for that site.

### General Quarry Rules

Unless otherwise specified in site specific quarry rules (Section 15) the following rules apply:

- Wind back tarps before entering the quarry loading area;
- Where loading at a quarry, the driver must remain in the truck at all times; and
- Observe all quarry speed limits.