



Thursday 23rd April 2020

Transport Non-Negotiables

Dear Supplier/Carrier

Bunnings continues to focus on Safety for Customers, Team and Suppliers, to ensure we are heading towards our vision of “Nobody Gets Hurt”.

Recently Bunnings has seen a rise in incidents at our stores and customer sites with regards to vehicle immobilisation. To ensure we create greater awareness and educate the team, Bunnings has developed a set of Non-Negotiables in partnership with our transport carriers that are now being implemented.

Attached are two documents that your business is required to share and tool box with your relevant team and transport provider:

- **Bunnings Non-Negotiables**
Outlining minimum expectations regarding Behaviour, Vehicles, Environment and Incident Reporting
- **Bunnings Carrier Incident Reporting Flowchart**
To clarify expectations around incidents and where these need to be reported

Bunnings will have a **zero tolerance** towards a breach in Safety or compliance to the Non-Negotiables. In the event an incident does occur the appropriate incident investigation will take place and if a breach has been determined, actions taken may result in carriers or drivers being unable to service our network.

I trust that you share and support our vision of “Nobody Gets Hurt” and ask you to tool box this with your team to ensure that all are familiar with the expectations.

Thank you for your continued support.

Regards,



Lee Pedersen
BANZ Transport Manager

Bunnings Non-Negotiables



The safety of our customers, team and suppliers that visit our sites is paramount. Bunnings has implemented in conjunction with our suppliers and transport carriers a set of Non Negotiables to ensure we are heading towards our safety vision of “Nobody Gets Hurt” when delivering into or picking up from our network.



Behaviour

- Drivers are to follow all direction and communication with the Goods Inwards team, including where to park their vehicle.
- Driver Standing Zone is always to be used when the forklift is in operation, and loading/unloading your vehicle or when instructed to do so by a Bunnings team member
- Drivers to ensure they remain out of the 3metre exclusion zone of an operating forklift
- All Bunnings sites are non-smoking – including while in the cab of vehicles
- Mobile phone or Bluetooth device (headphones etc) use is not permitted in operational areas
- Personal Protective Equipment (PPE) must always be worn – this includes at minimum, a high vis shirt/vest and enclosed shoes
- Ensure freight is safely and appropriately load restrained
- Drivers to alert team of any potential hazards or important information about the load prior to them beginning to unload the vehicle
- When unstrapping freight, ensure straps/curtains are placed in a safe position, away from risk of being caught on forklift or freight
- Drivers are not to operate forklifts or other equipment
- Demonstrate respect to those that you interact with, team members, customers, suppliers and other drivers
- Drugs and alcohol, and those under the influence of either will not be tolerated on site



Vehicles

- Vehicles must be immobilised when in a Goods Inwards or allocated delivery area
- The vehicle handbrake is to be applied at all times when loading/unloading
- Vehicle ignition must be off, and keys removed while being loaded/unloaded (excludes specialised vehicles ie hydraulic tail lift)
- There is to be no one in cab while the vehicle is being loaded/unloaded, this includes passengers
- Any faults in vehicle must be reported to the Goods Inwards team immediately



Environment

- Ensure a clear separation from team/customers is maintained
- Our Team will ensure a clear and safe designated unload area
- Park within the designated area or area as indicated by the Goods Inwards team
- If the delivery area is outside of the normal designated Goods Inwards, then demarcation of area (cones etc) will be provided by the site team
- As above a designated driver standing zone will be at each site for drivers to use when their truck is being loaded/unloaded and when forklifts are in operation



Incident Reporting

- Ensure all incidents are reported through to line manager and Bunnings Transport Manager immediately
- You may be required to assist with a Bunnings incident investigation or provide information to them if an incident occurs



If you have any questions relating to the above please contact Team Assist 1800 101 111 and ask for your State Transport Manager

Bunnings Carrier Incident Reporting Flowchart



1
↓
2
↓
3



Incident Occurs

(Inc. Injury, Illness or Near Miss)

Initial Response



Call Emergency Services
(If required)



Manage Any Immediate Risks
to make the area safe

Internal Process

Carrier



1. Immediately Contact your State Transport Manager

Inform them of the incident



2. Gather facts & take photos of the incident

Then complete incident report



3. Prevent the incident from re-occurring

Implement appropriate controls



4. Monitor & review

Ensure the controls implemented are effective



5. Share incident report

with Bunnings State Transport Manager within 72 hours

External Process

Bunnings

1. Bunnings State Transport Manager is informed of the incident

- State Transport Manager will notify any internal stakeholders
- State Transport Manager will discuss what is required from carrier based on incident

2. Discussion of Incident

Incident is to be discussed at next scheduled meeting with Bunnings Transport Team and carrier

3. Final report

Final report to be shared to internal stakeholder by State Transport Manager



If you have any questions relating to the above please contact Team Assist **1800 101 111** and ask for your **State Transport Manager**