

1. PURPOSE & SCOPE:

To provide the minimum requirements for keeping Metcash team members, contractors, customers, store owners and members of the public safe when completing site deliveries, including physical, chemical, fatigue and occupational violence related incidents.

This Standard applies to all team members, contractors, store managers and owners at delivery sites for the Metcash Controlled Entities in Australia and New Zealand.

2. MANDATORY REQUIREMENTS:

Below are the minimum mandatory requirements that must be met by all sites/functions related to this Standard:

1. Every effort is made by all parties involved in the delivery to ensure the delivery site is safe for delivery
2. Ensure all delivery schedules allow for adequate driver rest and not do not exceed Fatigue Management Guidelines
3. Site Safe Delivery Plans are developed where sites do not meet ideal Safe Site Requirements
4. All incidents are reported and managed as per the Metcash Incident Management Standard
5. Any risk or hazard identified in a critical risk review is reported and managed as per the Metcash Incident Management Standard

3. SUPPORTING REQUIREMENTS:

3.1. CONSULTATION, COOPERATION AND COORDINATION

The development of Safe Site Delivery Plans, safe driving plans, schedules and rosters must be in consultation between Metcash, its carriers and Store Owners; to enable cooperation, coordination and the management of shared risks and controls associated with deliveries from Metcash sites to stores. This includes:

- Effectively communicating hazards, risks and incidents arising from shared activities
- Working together to address these risks to prevent recurrence.
- Considering any road conditions/delays that may impact truck drivers' schedules; and
- Working with the carrier's representative, relevant Transport Manager, and Metcash representative to review and resolve issues, in a timely manner.

3.2. IDEAL SAFE SITE REQUIREMENTS

Every effort should be made by all parties involved in the delivery to ensure the delivery site is safe for delivery. ie Site/ Area Sales Manager Store/ Driver. An ideal safe site would have the following attributes;

- A flat and level parking area which is
 - Sturdy enough to accommodate the vehicle
 - Can accommodate a tailgate/outrigger/stabilizer (where fitted)
- Clear access to delivery point
- Ability for MHE/lifting equipment to operate effectively without obstruction or incident
- Adequate lighting



- Overhead services (ie: powerlines) refer to relevant state guidelines.
- Established exclusion zones and barriers are in place and utilized to separate pedestrians from moving plant.

Where the delivery site does not meet any or all of these attributes a Safe Site Delivery Plan should be used to manage the identified risks.

3.3. SAFE SITE DELIVERY PLAN

To assist in managing risks with deliveries, Metcash Team Members, Store Managers, Area Sales Managers, Independent Store Owners and carriers will work with Metcash to provide maps detailing hazardous areas and safe zones for delivery to site, using SHE-GT Site Safe Delivery Plan Template. Refer to Appendix 2 Example Site Safe Delivery Plan as a guide. The carrier and the relevant Transport Manager is responsible for maintaining maps and ensuring they are accessible to all Drivers.

The map will identify;

- Designated Suitable Unloading Area
- Pallet/Load /Pack drop points should there not be a suitable Unloading Area
- Entry and Exit Points
- Site operating hours
- Site access issues i.e. overhead services heights, stairs into stores, or other site-specific hazards.
- Additional Site Safe Delivery Plan requirements for Convenience Sites selling Fuel:
 - Dip/Fill Points
 - Vent Pipes
 - Bowsers
 - Pits/drains
 - LPG tanks and exchange cylinders
 - Hazardous Zones, including a copy of the Work Clearance Group Hazardous Zone Map as per section 3.9 Understanding Hazardous Zones.

3.4. DESIGNATED SUITABLE UNLOADING AREAS

Where a suitable designated loading area has been established by the site/store or Safe Site Delivery Plan, it must be used for all deliveries into that site or store.

If a designated loading area is not available, the driver should;

- Park legally, safely and as close as possible to the delivery point
- Avoid parking near or crossing entry and exit routes.
- Consult with the store receiver and relevant manager if a safe unloading area is unavailable.
- Secure the vehicle prior to commencing unloading, including applying park brake and locking the vehicle.
- If vehicles are parked on an incline use wheel chocks if available
- Place safety cones around the truck and tailgate to segregate the unloading area.

If a designated loading area is not suitable and an **alternative suitable unloading area** is not made available after consultation with the site/store, the driver should **not attempt the delivery** and immediately contact their manager.



Alternative Suitable Unloading Areas

Where an unloading area is not suitable and alternative unloading area may be used after consultation with store/site management and or receiver.

Any Pallet/Load/Stack drop points must be agreed to by all parties. Should all parties not come to an agreement, the driver **should not attempt the delivery** and contact their manager.

3.5. MINIMUM DRIVER SAFETY REQUIREMENTS FOR DELIVERY TO SITES

All drivers must comply with the following requirements on site;

- Meet the minimum Personal Protective Equipment requirements of wearing;
 - An Australian/New Zealand Standard (AS/NZS) high visibility vest, singlet or shirt
 - AS/NZS safety boots
- Comply with site sign-in and induction requirements.
- Abide by the Code of Conduct for Site Deliveries, including following the directions of site team members.
- Follow all site security procedures including;
 - ensuring doors are closed after each use and not wedged open.
 - report any suspicious person or activity to site staff.
 - Must not bring any form of weapon to a site.
- Do not bring a person under the age of 18 or animals on site to complete delivery activities.
- Abide by the Fitness for Work Standard; presenting for work free of the influence of, not in possession of, consuming, or selling alcohol or illicit drugs.

Additional Specific Safety Requirements for Convenience Stores selling Fuel:

- Ignition sources must be controlled, including;
 - No smoking anywhere on-site including e- cigarettes
 - Not jumpstarting a vehicle in the forecourt
- Abiding by the Personal Electronic Device Standard, including only using personal electronic devices in designated safety zones. This includes staying off phones, blue tooth headsets, cameras and smart watches etc when on the forecourt of a store.
- Leaving all lighters, matches etc. in vehicles.

Metcash management and their carriers and contractors shall ensure all delivery schedules allow for adequate driver rest and not do not exceed Standard Fatigue Management Guidelines by:

- Conducting regular and scheduled Critical Risk Reviews
- Review of the trip schedules,
- Consulting with all parties,
- Assessing drivers' suitability,
 - I.e. drivers shall always be fit for work.

Drivers must report to management if they feel they are fatigued and cannot perform their duties;

- Manager/supervisor will visually assess the drivers for any signs of fatigue,
- Drivers may be tested for Drugs & Alcohol,

- Where a driver presents as not fit for work, follow the ***SHE-GS-302 Injury Management & Rehabilitation & SHE-GS-602 Fitness for Work Standards.***

3.6. SETTING DOWN OF LOAD/PALLETS/STACK

Drivers must abide by the Code of Conduct for Site Deliveries and liaise with Store Owners to determine the appropriate place to set down pallets and cartons. If the usual delivery place is unavailable, drivers must;

- Set down pallets as close to the entry point as possible in view of store managers or their delegate.
- Ensure the set down area does not impede access to fire/emergency shutdown equipment,
- customer access/egress
- Cone/barricade the area off.
- Secure any EPJ's to avoid unauthorised use.
- Electrical switchboards and control panels
- Safety switches and emergency stops
- Designated aisles and walkways
- Cool room/freezer access zones.

Stacks of cartons must be stable and are not to exceed 1.3 metres high. Requests by store personnel to deliver to aisles, or to arrange stock for display should be politely declined and referred to the relevant Metcash Manager.

Drivers must always maintain full control of the load and avoid overloading trolleys and equipment.

3.7. MANAGING SITE & TRAFFIC RISKS

Prior to delivery to a store, Drivers should assess the site conditions as outlined in 3.2 including consideration of:

- If the lighting is adequate for the driver to be easily seen by other drivers entering or exiting the site;
- Whether the route from the vehicle to the store is the shortest and safest route available;
- If there are any blind spots or other visibility issues and hazards that may require attention.
- If there are any overhead services ie: powerlines that could prevent safe delivery.

The driver should consult with the store receiver and relevant manager if any hazards or safety issues are identified as per section 3.10 Hazard and Incident Reporting.

3.7.1. Deliveries Requiring Vehicle Fitted with Crane

Where a vehicle fitted with a crane is required, the delivery should be conducted as per the SHE-IHG-SWOP Safe Work Operating Procedure: Truck Mounted Crane Operation.

3.8. COLLECTION OF PAYMENT

It is preferred that Truck Drivers do not collect Cash on Delivery (COD). Allowance could be made where suitable controls have been put in place. Payments for deliveries should be made via 7-day account, electronic funds transfer or cheque.

In the instance where cash payments are required, trucks must be equipped with a lockable safe.



- Drivers handling cash must be trained in a Metcash or equivalent training program in how to maintain their safety and security in the event of an armed robbery.

If a driver is approached by an offender, the driver should comply with the offender's requests and prioritise their safety over the prevention of loss or damage.

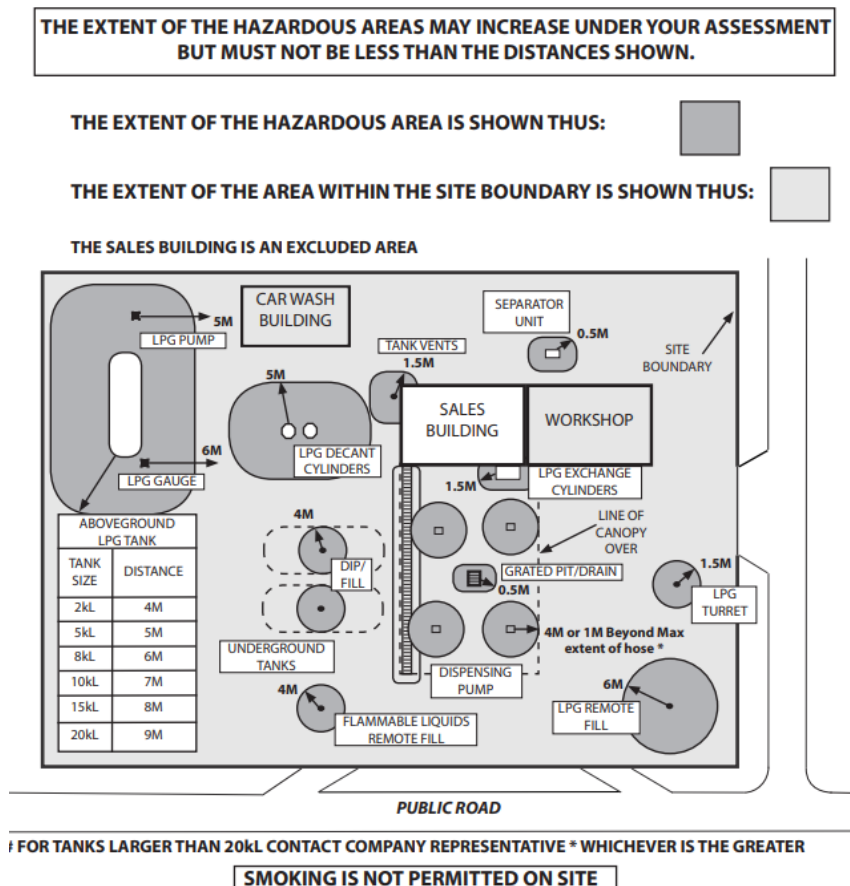
3.9. UNDERSTANDING HAZARDOUS ZONES

Hazards at Convenience Store Sites where fuel is sold, will be communicated by a Copy of the Work Clearance Group Hazardous Zone Map. A copy must be provided to all delivery drivers, to inform them of the requirements for working within hazardous zones and the safety distances associated with these areas.

The driver must ensure that the route from the vehicle to the store is consistent with the Site Safe Delivery Site Plan (SSDP). This includes the area being free from visible signs of fuel, i.e. spills and leaks and customers using bowsers.

Drivers must not enter any barricaded areas where dips or fill work is being undertaken.

Figure 1 - Work Clearance Group Hazardous Zone Map



3.9.1. USE OF ELECTRICAL AND HEAT GENERATING EQUIPMENT

The use of diesel powered, or electrical equipment is deemed to be safe within Hazardous Zones E.g. compressors, generators, elevated-work-platforms and hand tools for gardening. For any other works that may generate heat, a Hot Work Permit and Job Safety & Environment Analysis is required.

Any electrical equipment being brought into a Hazardous Zone, must be:

- Maintained in accordance with manufacturer's specification, with a log and service history available for verification.
- Subject to a prestart inspection prior to the delivery (including any emergency stop) for correct function and identification of any faults or damage. NB: Damaged and faulty equipment is not to be allowed on site.

3.10. HAZARD AND INCIDENT REPORTING

Hazards shall be identified by the completion of Pre-start operational checks and Critical Risk Reviews.

3.10.1. PRESTART OPERATIONAL CHECKS

All drivers will conduct pre-start checks on their vehicle and equipment, prior to loading. Where the driver detects a fault, the vehicle or equipment shall be isolated from use and the issue reported to their Manager.

3.10.2. CRITICAL RISK REVIEWS

Metcash has a responsibility to eliminate or minimise the risk of injuries and incidents arising from the delivery of goods.

Any hazards or risks identified during delivery and/or associated with sites ie: parking areas, pallet drop points, entry and exit points, site access issues, overhead services, stairs into stores, or other site-specific hazards should be assessed by Critical Risk Review and must also be reported to their responsible manager for investigation.

Critical risk reviews of sites should be scheduled regularly or when an issue is identified. A Safe Site Deliveries critical risk review can be conducted by either a manager, supervisor, driver, store manager, site manager or area sales manager or their nominated delegate.

For deliveries requiring a vehicle with fitted crane, refer to SHE-IHG SWOP -Truck mounted crane for Critical Risk Review additional requirements.

3.10.3. INCIDENT REPORTING

All parties are responsible for ensuring all hazards and incidents (including near misses) related to the delivery of products to sites are reported as soon as they occur to their immediate manager and the regional contacts as per the Metcash Incident Management Standard.

3.10.4. CARRIER REQUIREMENTS

Where an incident occurs, the carrier shall provide a completed initial incident report to the Transport Manager and the relevant Metcash Manager within 24 hours of an incident occurring. The initial report must address:

- Time, date and location of the incident
- Parties involved including contact details.



- Incident outcome including injuries and or damage sustained.
- Photos and or videos of the incident scene (and incident if available)
- Details of immediate corrective actions undertaken
- Contact details or persons conducting further investigations.

Detailed investigation reports must be provided by the transport carrier within 10 working days of the incident, clearly addressing causes and preventative actions. In the event of a notifiable incident, each party is responsible for ensuring the incident has been notified to the regulator.

4. TRAINING AND COMPETENCY REQUIREMENTS

Training shall consist of;

- Communication of the requirements of this standard to all carriers and drivers (both contractor and Metcash employed) performing site deliveries.
- General awareness / familiarization in the vehicle utilised in site deliveries.
- Instruction, Training and verification of competency in function-specific Safe Work Operating Procedures (SWOPs) identified in the site-specific training needs analysis.
- Armed hold up training for Metcash drivers.

5. RESPONSIBILITIES

Role	Responsibility
Site Manager or Equivalent	• Implement systems for the monitoring of truck driver fatigue. • Provide resources and training to share Site Safe Delivery Plans with Carriers and their team members.
Transport Manager/ Responsible Manager	• Responsible for ensuring Carriers delivering to Stores have been informed of the Site Safe Delivery Plans; Code of Conduct for Site Deliveries; and verifying that carriers have truck drivers who are licensed, trained and authorised to operate trucks, tailgates and electric pallet jacks and cranes. • Provide resources and training to adequately manage safe driving schedules and rosters to prevent fatigue. • Identify and investigate near misses, hazards, incidents and incidents related to fatigue and occupational violence, to prevent recurrence.
Schedulers/ Supervisors	• Appropriately manage schedules and monitor fatigue, acting to prevent incidents and injuries where required. • Consulting with Truck Drivers on schedules and rosters to prevent fatigue-related incidents. Reporting and supporting the investigation of fatigue and occupational violence related incidents to prevent recurrence.
Store Owner	• Follow site safety rules, Code of Conduct for Site Deliveries-Store Owners and site safe delivery plans. • Report hazards, near misses and incidents for investigation and follow-up to prevent recurrence.

Team Members/Truck Drivers	- Follow site safety rules, Code of Conduct for Site Deliveries, and site safe delivery plans. - Report hazards, near misses and incidents to the Store Manager and their Manager. - Complete Armed Robbery Training. - Report signs of fatigue. Participate in relevant training, including Basic Fatigue Management.
Carriers/ Contractors	- Monitor and manage team members schedules and rosters to prevent fatigue. - Report near misses, hazards and incidents to Metcash Management and participate in investigations to prevent recurrence.
Metcash Contract Manager	- Responsible to maintain Site Safe Delivery Plans, including maps and making these readily available to Transport Managers, Carriers and their team members. - Responsible to share the Code of Conduct for Store Owners with delivery site Management.

6. SUPPORTING DOCUMENTS

- SHE-GS-607-01 Critical Risk Review Safe Site Deliveries and CoR management
- SHE-GS-607-02 Safe Site Delivery Plan Template
- SHE-GS-607-03 Code of Conduct for Site Deliveries
- SHE-GS-607-04 Code of Conduct for Site Deliveries – Store Owners
- SHE-GS-602 Fit for Work Standard
- SHE-GS-509 Personal Electronic Device Standard
- SHE-GS-302 Injury Management & Rehabilitation Standard
- SHE-IHG-SWOP Safe Work Operating Procedure: Truck Mounted Crane Operation.
- Hazard and Incident reports
- Safe driving plans, schedules and rosters
- Work Clearance Group Hazardous Zone Map
- Hot Work Permit
- Job Safety & Environment Analysis

7. REVISION HISTORY

Version No.	Summary of Modifications	Author (Name)	Approved Date
1.0	New – Supersedes SWSP 3.28 Fatigue Management and expanded to incorporate additional health, safety and environmental operational risks and requirements	Christine Henaghan and Richard Morse	14 June 2019
2.0	Superseded SHE-GP004 Site Safe Deliveries. Format change to elevate to standard. Expanded to incorporate Critical delivery specific risk	Vince Joyce	August 2023

APPENDIX 1: SITE SAFE DELIVERY PLAN EXAMPLE

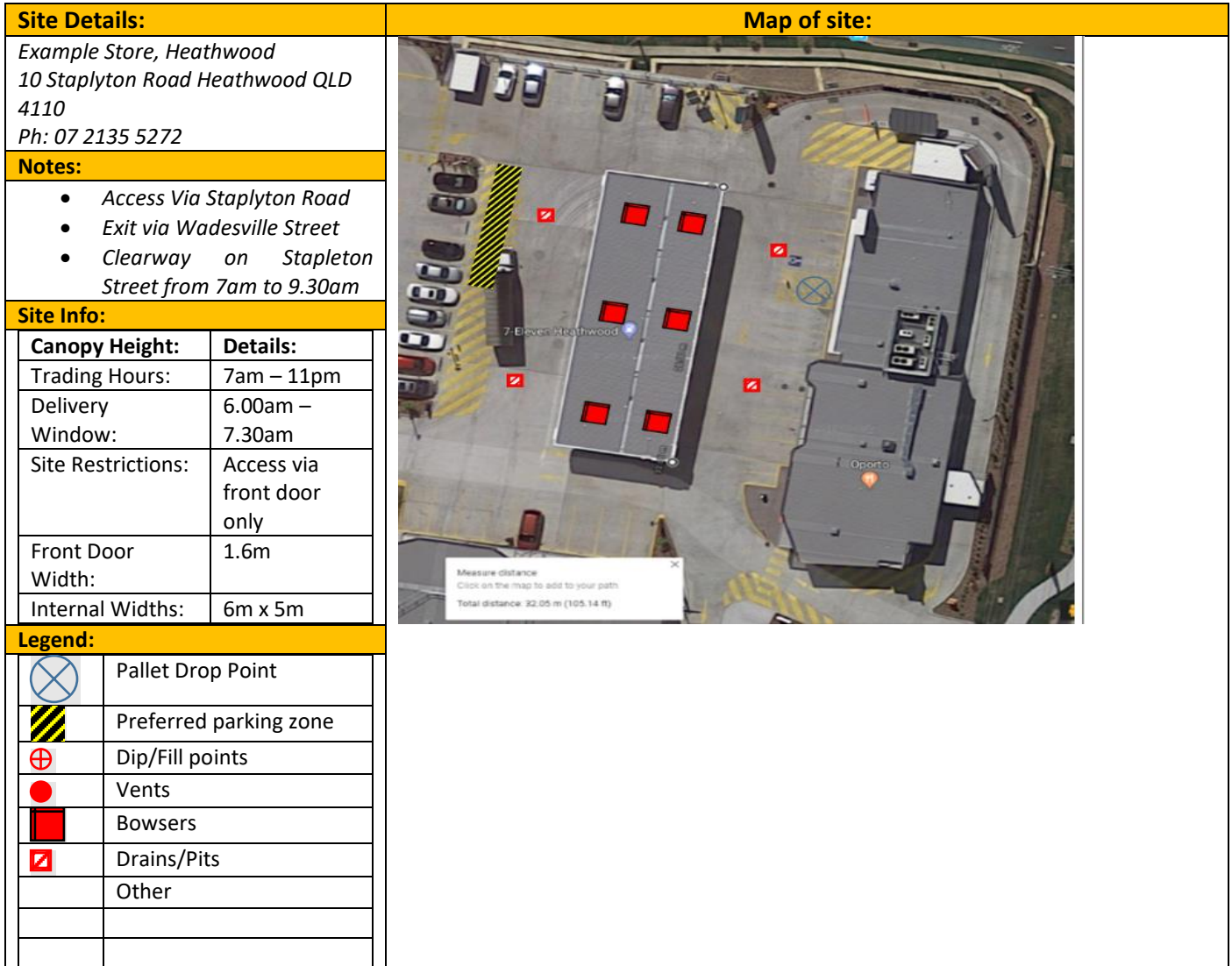


Figure 2.1 – Page 1 of example of a Safe Delivery Site Plan.

Region	Metcash	Site
QLD	Transport Manager: Safety Manager: Contract Manager:	Safety Manager: Regional Manager:
NSW /ACT	Transport Manager: Safety Manager: Contract Manager:	Safety Manager: Regional Manager:
VIC	Transport Manager: Safety Manager: Contract Manager:	Safety Manager: Regional Manager:
TAS	Transport Manager: Safety Manager: Contract Manager:	Safety Manager: Regional Manager:
SA / NT	Transport Manager: Safety Manager: Contract Manager:	Safety Manager: Regional Manager:
WA	Transport Manager: Safety Manager: Contract Manager:	Safety Manager: Regional Manager:

Figure 2.2 – Page 2 of an example of a Safe Delivery Site Plan.