

Bunnings Non-Negotiables



The safety of our customers, team, contractors and suppliers that visit our sites is our top priority. In conjunction with our suppliers and transport carriers, Bunnings has implemented 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 must follow reasonable instructions, directions, and communications provided by a Bunnings Team Member.
- Driver Standing Zone is always to be used when a forklift is in operation, when your vehicle is being unloaded/loaded, or when instructed to do so by a Bunnings Team Member.
- Drivers are to park their vehicle only in the Goods Inward designated parking bay
- Drivers to ensure they remain out of the 3-metre exclusion zone of an operating forklift and behind barriers that are in place.
- All Bunnings sites are smoke-free, including inside truck cabs. This applies to cigarettes, e-cigarettes, and vaping.
- The use of mobile phones (including messaging) bluetooth smart watches and bluetooth earpieces are not permitted in operational areas. The only exception to this rule is for taking photos as part of the delivery process.
- Personal Protective Equipment (PPE) must always be worn – this includes at minimum, a high vis shirt/vest and enclosed safety shoes (Steel Capped).
- Ensure the entire load is safely and appropriately restrained and secured so it is unable to fall or be dislodged from the vehicle.
- Drivers to alert team of any potential hazards or important information about the load prior to them beginning to unload or load the vehicle.
- When unstrapping freight, ensure straps/curtains are placed in a safe position, away from the risk of being caught on forklift or freight.
- Drivers are not to operate forklifts or other equipment
- Drivers are not to physically climb on mezzanine areas of their vehicle – access via a site ladder etc is permitted with driver to remain on ladder at all times.
- 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 and or allowed to access the site.
- No persons can access any part of the vehicle, for any reason at a height of 2 metres or greater from the ground.



Vehicles

- Vehicles must be immobilised when in a Goods Inwards or allocated delivery/dispatch area.
- Vehicle ignition must be off, and keys removed while the vehicle is being unloaded or loaded (excludes specialised vehicles i.e., hydraulic tail lift).
- Driver must put 2 x wheel chocks in place based on the gradient of the unloaded or load area – This must be completed immediately once exiting the cab of the vehicle and removed last thing before returning to the cab of the vehicle.
- There is to be no one in the cab while the vehicle is being unloaded or loaded, this includes passengers.
- Any faults with your vehicle that may affect Bunnings on site operations must be reported to a Bunnings team leader immediately.
- Drivers are not to physically access truck beds unless explicitly authorised to do so by a Bunnings Team Leader and all safety protocols are followed. Vehicles fitted with fall prevention barriers and tailgates are excluded.
- Drivers must not open curtains or unstrap loads in the Goods Inwards laneway. They are to wait until they are positioned on the receiving dock.
- The vehicle park brake must always be applied when the vehicle is stationary. All heavy vehicles MUST have either an audible park brake alarm, or an electronic (automatic) park brake fitted to the vehicle.



Environment

- Ensure a clear separation from team and customers is maintained.
- Our team will ensure a clear and safe designated unloading / loading area is available.
- 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.
- Drivers must at all times remain on designated walkways



Incident Reporting

- Ensure all incidents are reported through to the 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 and ask for your **Relevant Transport Manager**



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Bunnings Carrier Incident Reporting Flowchart



1



Incident Occurs

(Inc. Injury, Illness or Near Miss)

2

Initial Response

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(If required)

Manage Immediate Risks

to make the area safe

3

Internal Process

Carrier

1. Immediately Contact your Bunnings Transport

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 Transport Manager within 72 hours

External Process

Bunnings

1. Bunnings Transport Manager is informed of the incident

Bunnings Transport Manager will notify any internal stakeholders.

Bunnings 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 Bunnings Transport Manager



If you have any questions relating to the above, please contact Team Assist and ask for your **Relevant Divisional Transport Manager**

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