

1. PURPOSE

To describe the procedures and responsibilities governing Redox's dealings with Carrier Contractors.

2. SCOPE

This procedure applies to Carriers who handle, deliver, or collect for and on behalf of Redox or for and on behalf of a Redox Trading Partner, Redox Products. This procedure excludes container cartage and bulk deliveries.

This procedure relates to Carrier Contractors within Australia Only.

3. REFERENCES

- a. Standards, Acts, Legislation
 - i. Transport of Dangerous Goods by Road and Rail Legislation (Lists All Australian States)
 - ii. Dangerous Goods (Road Transport) Act 2009 (ACT)
 - iii. Dangerous Goods (Road and Rail Transport) Act 2008 (NSW)
 - iv. Transport of Dangerous Goods By Road and Rail (National Uniform Legislation) Act (NT)
 - v. Transport Operations (Road Use Management) Act 1995 (QLD Roads)
 - vi. Transport Infrastructure Act 1994 - Transporting dangerous goods by rail (QLD – Rail)
 - vii. Dangerous Substances Act 1979 (SA)
 - viii. Dangerous Goods (Road and Rail Transport) Act 2010 (TAS)
 - ix. Dangerous Goods Act 1985 (VIC)
 - x. Dangerous Goods Safety Act 2004 (WA)
 - xi. Australian Code for the Transport of Dangerous Goods by Road and Rail, 2017
 - xii. Australian Code for the Transport of Explosives by Road and Rail - 3rd edition
 - xiii. Protection of the Environment Operations Act
 - xiv. Occupational Health & Safety Act 2011
 - xv. SAA/SNZ HB76:1997 - Dangerous Goods - Initial Emergency Response Guide
 - xvi. Federal Office of Road Safety - Load Restraint Guide
- b. Procedure(s)
 - i. [Bonded Spirits \(1428\)](#)
 - ii. [Spill Procedure \(3401\)](#)
 - iii. [Pallet Management \(3505\)](#)
 - iv. [Proof Of Delivery \(3528\)](#)

4. DEFINITIONS

- a. Carrier – means all companies or persons that carry and transport Redox Products, and their employees and sub-contractor to the carrier and their employees or any other person or company acting on behalf of the carrier or sub-contractor unless otherwise stated in this procedure. Carrier includes Redox approved Carriers and customer's appointed Carriers.

- b. Chain Of Responsibility – is means a concept used in Australian transport legislation that places legal obligations on parties in the transport supply chain industry to ensure transport and safety requirements are not breached.
- c. Clean Receipt – means an unqualified receipt indicating that the Redox Product has been received in good order and condition, being no clause or notation indicating loss or damage.
- d. Dangerous Goods – include Redox Products that satisfy a criterion, as set out in the Australian Dangerous Goods Code.
- e. Dangerous Goods Initial Response Guide – means the handbook issued by Standards Australia to provide immediate general information and advice to persons handling Dangerous Goods in emergency situations.
- f. Delivery Authorisation – refers to any Transfer Docket, Pick-up Docket, Delivery Receipt, Goods Return Docket issued by Redox.
- g. Dimension Limits – means the maximum width, height and length of a load that can be safely transported on a vehicle.
- h. Drugs – refers to either:
 - i. Non-Prescription Drug – means any medication, other than a Prescription Drug, which may be obtained without a prescription but excludes illicit drugs,
 - ii. Prescribed Drug – means any medication that is prescribed to a consumer by an authorised medical practitioner, or
 - iii. Illicit Drugs – means substances where manufacture, possession or use is deemed illegal or the non-prescription use of a Prescribed Drug.
- i. EPG –Emergency Procedure Guide is a document is issued by Redox to the carrier and provides advice on the correct sequence of actions to be followed, in case of an emergency or spill, involving the transport of Dangerous Goods.
- j. Employee – refers to all Redox Employees and Contractors
- k. Interpretation – in this procedure (unless the context otherwise requires), the singular includes the plural and vice-versa
- l. Load Restraint – means guidelines for the safe cartage of loads on road vehicles issued by the Department of Transport Federal Office of Road Safety (Australia).
- m. Mass Limits – means the legal maximum load a vehicle may carry.
- n. Non-Conformance - not complying or failure to fulfil a requirement, standard, practice that is stated, generally implied or obligatory.
- o. Physical Condition - The state of the actual item with regard to its appearance, quality, or working order.
- p. PPE – Personal Protective Equipment, which is Mandatory to be worn when entering a Redox Warehouse or Production Site.
- q. QP - Quality Problem
- r. Redox – In all instances in this procedure refers in Australia to Redox Ltd (ACN 000 762 345).
- s. Redox Logistics Personnel – means any or several employees of Redox appointed and separately authorised from time to time by Redox to perform duties of:
 - i. Logistics Manager
 - ii. Distribution Manager,
 - iii. Road/Rail Freight Officer,
 - iv. Store Manager, or
 - v. Transport Co-ordinator.
- t. Redox Product - means any goods, materials, chattels, and property of Redox
- u. Redox Site – means any site occupied by Redox, including Redox Warehouse.
- v. Redox Warehouse - Warehouse which is owned and operated by Redox.

- w. SDS - means Safety Data Sheet (previously known as Material Safety Data Sheet or MSDS) is a document that provides information on the properties and actual or potential hazards of chemicals and how they affect health and safety in the workplace, precautions for safe storage and handling, emergency procedures and spill control, clean up and disposal.
- x. Shall - means the statement is Mandatory.
- y. Should - means the statement is Highly Recommended.
- z. Spill Kit – is a compilation of absorbent materials, cleaners, and chemical neutralisers used to contain accidental spills or leaks
- aa. Storage Contractor's Warehouse – means a non-Redox owned and operated warehouse where Redox products are stored
- bb. Supply Chain – means a system of organisations, persons or resources involved in moving product from the supplier to the consignee or customer.
- cc. WHS – Work, Health & Safety

5. PROCEDURE

5.1. RESPONSIBILITIES AND AUTHORITY

The Logistics Manager is responsible for ensuring this procedure;

- a. Complies with all relevant government legislation, and
- b. Is re-issued to Carriers when updated (or other employee authorised so by Logistics Manager).

Redox Logistic Personnel are also responsible for following this procedure and ensuring any nominated Carrier also complies.

The Carrier will be authorised to transport Redox Products when instructed to do so by means of a Delivery Authorisation.

- c. All other instructions will be in accordance with this procedure.
- d. By accepting the Delivery Authorisation or delivering Redox Products on behalf of Redox in accordance with the Delivery Authorisation, the Carrier confirms agreement to abide by the obligations contained in this procedure.

The Carrier is responsible for complying with all sections of this procedure.

- e. In the event the Carrier breaches this procedure, Redox reserves the right to proceed as described in Section 5.13.

5.2. DELIVERY SPECIFICATIONS

On 24 hours' notice, Redox will advise the Carrier of Redox's transport requirements and delivery and/or pick-up instructions. These arrangements will be in writing.

Any delivery and or pick-up instructions or Carrier's amendments to such instructions which are not in writing will not be binding on Redox.

If the Carrier is unable to abide by the delivery and/or pick-up instructions, they must immediately inform Redox.

No pick-up or delivery must be made without a Redox Delivery Authorisation.

Redox Site operating hours and cut-off times for next day metropolitan deliveries are shown in Section 5.13.

- a. The Carriers are to ensure that they arrive no earlier nor later than the times specified.
- b. Only after consultation between Redox and Carrier, will allowances be made for deliveries issued after the cut-off time, provided that the Carrier has the capacity to accommodate the delivery.
- c. Redox reserves the right to seek compensation from the Carrier for costs incurred in accommodating the Carrier outside of specified operating times.

The Carrier shall agree and ensure that Redox deliveries scheduled for that day are given priority, if for any reason the Carrier's vehicle is running late or held up with deliveries, other than deliveries for Redox.

5.2.1. FAILED DELIVERIES:

The Carrier must notify the Transport Coordinator advising of the failed delivery prior to the vehicle returning to the despatching warehouse ensure warehouse staff are available to unload the vehicle on arrival. Full details of the reason for the delivery failure must be provided by the Carrier.

- a. In case a local delivery is not made in accordance with the Delivery Authorisation the Carrier must return the failed delivery to the despatching warehouse on the same day.
- b. For non-local delivery the Carrier shall hold the Redox Product pending further instructions from Redox.
- c. Transport Co-ordinator is to ensure that arrangements are made:
 - i. In the case of a local delivery for a delivery the next day or at a date and time required by the customer or supplier.
 - ii. In the case of non-local delivery for an alternate delivery date as agreed with the Redox customer or supplier.
- d. All Carriers must ensure any on forwarding agents also comply with this procedure.

5.3. INSURANCE

Carrier shall, at all times, obtain and maintain insurance policies for the following:

- a. PUBLIC LIABILITY including Dangerous Goods for an amount not less than AUD \$5,000,000.00 in respect of any liability for any single event incurred by the Carrier and any other driver in the performance of work for Redox.
- b. COMPREHENSIVE MOTOR VEHICLE over the vehicles being used in cover for an amount of AUD \$10,000,000.00AUD for third party property damage in respect of any one accident. Redox shall not be liable to the Carrier for any loss or damage suffered by any third party however caused or arising. The Carrier hereby agrees to indemnify Redox against any loss or damage including without limitation, personal injury (including death) or any damage of any property arising out of any act or omission by the Carrier.
- c. GOODS IN TRANSIT insurance for not less than AUD \$100,000.00AUD in respect of any Redox Products, which the Carrier carries at the request of Redox or on behalf of Redox from time to time.
- d. WORKER'S COMPENSATION to cover any driver with the extension unlimited in amount indemnifying the Carrier and Redox against their respective liabilities at common law to the driver. Whenever the driver of the vehicle is or is deemed to be for the purposes of the Worker's Compensation Act an employee of the Carrier.

The Carrier shall:

- e. On request, produce for inspection by Redox a copy of all certificates of currency for insurance policies required to be affected by the Carrier under these procedures.
- f. Ensure that each such policy includes an indemnity of Redox for any action of the Carrier to which the policy applies.
- g. Immediately report any accident to the Store Manager of the relevant Redox site and attend to any legal requirements at the scene of the accident.

5.4. DANGEROUS GOODS CODE (ADG) AND REGULATION COMPLIANCE

On an annual basis the Carrier must provide a letter/document confirming that all the vehicles they supply that are used for transporting Dangerous Goods for Redox, comply with the Australian Dangerous Goods Code, along with any relevant legislation in the state(s) the vehicles operate.

In addition to the above, the Carriers must maintain maintenance and servicing logs for all vehicles used to transport goods on behalf of Redox. These records must be supplied to Redox for review every quarter.

Section 5.3.a only applies to Carriers who supply vehicles for the purpose of transporting dangerous goods.

At no time is the Carrier's vehicle to be left unattended in public places whilst loaded with dangerous goods.

5.5. FOOD/FEED SAFETY REQUIREMENTS

Vehicles transporting Food/Feed Grade Products must adhere to the following requirements. Food grade products are indicated by green sticker which states 'Food Grade' or 'To be Store in Food and Pharmaceutical Warehouse:

- a. Deliveries of food, feed and pharmaceutical products must only be made using enclosed vehicles such as Tautliners or Pantechs.
- b. Dangerous Goods segregation requirements must be closely observed and always followed.
- c. All vehicles must be in a clean and tidy state and free of dirt, dust, or debris.

Any vehicles containing residual chemicals or liquids (i.e., from spills) must be cleaned and rendered free of any chemical residue prior to collecting food goods from Redox.
- d. Packages must not be opened at any time; any open, leaking, or damaged packaging must be reported to Redox immediately.
- e. Drivers must immediately notify Redox if they are suffering from any infectious illness or communicable disease such as cold, flu, food poisoning, etc.

5.6. CHAIN OF RESPONSIBILITY AND DANGEROUS GOODS LEGISLATION

Redox requires all parties in the supply chain (including Drivers and Owners) to comply with all road transport laws including Chain of Responsibility and Dangerous Goods Legislation.

Compliance with legislation means all Carriers shall always comply with the requirements. These requirements being, but not limited to:

- a. Carriers must be appropriately licenced,
- b. Vehicles must not exceed mass limits,
- c. Vehicles and loads must not exceed dimension limits.
- d. Carriers must not exceed the speed limit,
- e. Driving hour regulations (time spent working) are adhered to,
- f. Required rest breaks are taken,
- g. Records of Carrier's work and rest hours are made (where applicable),
- h. Carriers shall not drive whilst impaired by fatigue, drugs, or alcohol (refer to 5.7),
- i. Any Carrier who is suspected of being under the influence of drugs or alcohol will not be loaded and will be dealt with in accordance with the provisions under Section 5.7.,
- j. Carriers must not transport goods which are unsuitable for transport, damaged or defective.
- k. When carrying Dangerous Goods, Carriers must ensure their vehicles are segregated correctly,
- l. Carriers must ensure loads on their vehicles are secured/restrained and stowed correctly and appropriately.
- m. Carriers must correctly placard their vehicle if carrying Dangerous Goods.
- n. Carriers must ensure that the correct and appropriate transport documentation and emergency information is carried with the vehicle.
- o. Carriers must ensure vehicles carrying Dangerous Goods are equipped with fire extinguishers, warning devices and any other emergency equipment required in accordance with the Australian Dangerous Goods Code.
- p. Carriers must ensure their vehicles are maintained, serviced and fit for service (see Section 5.10. a).
- q. Carriers must follow correct loading, unloading, parking or detaching procedures issued by Redox or any Regulatory Authority.
- r. Carriers do not tamper with any equipment fitted to the vehicle.
- s. Any non-conformance with the above requirements may result in Redox refusing to load the Carrier and/or removing the Carrier as Redox's approved carrier.
- t. Redox will not offer any party in the supply chain an incentives, reward or payment for breaching any road transport law by any party.

5.7. DRUG AND ALCOHOL TESTING

Subject to Section 5.8, Redox is committed to providing a safe, healthy and productive workplace and views the request to the Carrier to discuss, in the presence of a witness, any observations noted below (a) - f) at the workplace and/or to undertake drug and alcohol screening test to be a reasonable request made in its capacity as the person conducting a business or undertaking in order to rule out the possibility that the employee is in violation of this procedure. Such requests can be made if the Carrier's:

- a. Behaviour, appearance, odours, gait, and/or speech suggest drug or alcohol use, or the withdrawal from such use;
- b. Been involved in an accident or near-accident which caused, or could have caused, a fatality, serious injury, or significant property damage;
- c. Found in possession of alcohol or drugs;
- d. Admits illicit drug or alcohol use or abuse;
- e. Uncharacteristically becomes increasingly absent or tardy, or there is a significant deterioration in the Carrier's job performance which cannot be explained by any other reason; or
- f. Absent from the normal work area when there is reason to suspect drug-related activity in violation of this procedure.

If drug and alcohol screening is required pursuant to this procedure, Redox will notify the Carrier, refuse to load the Carrier, and ask the affected Carrier to provide written consent.

In the event the Carrier refuses to provide such written consent, fails to cooperate in the testing or attempts to adulterate, substitute for, tamper with, and/or otherwise invalidate a test sample, Redox may proceed as in Section 5.13.

The drug and alcohol screening test requires a urine or saliva sample and/or a breathalyser. Redox uses on-site DipScan Home Drug Testing Kit and Alco-Screen Alcohol Saliva Test to administer the test. Redox may vary these testing methods and its testing procedures from time to time.

If the Carrier returns a negative test result (in respect of alcohol level to the extent it is permitted by law), the Carrier will be permitted to carry and transport Redox Products.

If the Carrier returns a positive test result (in respect of alcohol exceeding the level permitted by law), a confirmatory (second) test will be required; the affected Carrier will be required to accompany one of the Redox's representatives to the nearest medical centre facility for laboratory drug and alcohol screening test.

Until it is confirmed by a medical certificate that the affected Carrier is not affected by any drug or alcohol (in respect of alcohol to the extent it is permitted by law), the affected Carrier will not be permitted to carry and transport Redox Product.

On notification, the Carrier must, within a reasonable time on the day of request, send a substitute employee (if such employee is a driver) to continue the work role of the affected Carrier employee or collect the Carrier vehicle and the affected employee. If the Carrier Company does not send a substitute employee as envisaged in this section, Redox may proceed as in Section 5.13.

If the affected Carrier employee returns a negative test result to a confirmatory (second) screening test as confirmed by a medical certificate, the Carrier will be permitted to carry and transport Redox Products.

While Redox does not have any testing facilities at its premises nor engages any drug and alcohol testing external contractors, the screening testing is available through public and private healthcare facilities in the areas in which Redox operates. Whilst Redox will pay the cost of the screening testing, the affected Carrier (as the affected employee's employer) is liable to meet the costs of any other treatment that is required after the test, including counselling.

5.7.1. PRESCRIPTION DRUGS AND NON-PRESCRIPTION DRUGS

Despite the Carrier employee is being suspected to be under the influence of drug or alcohol, the Carrier may continue to carry and transport Redox Product if the Carrier produces a medical certificate that Prescription Drug or a Non-Prescription Drug are taken in accordance with a medical doctor's prescription and a medical doctor has certified that the Carrier is fit to work in the relevant work role while taking the Prescription Drug or Non-Prescription Drug.

5.8. LIABILITY AND INDEMNITY

The Carrier acknowledges and agrees that Redox is not liable for any loss of income, profit, business interruption, business reputation, use of equipment, trade, or for any costs, claims, expenses, liabilities, or damages which may be made against the Carrier or which the Carrier may sustain, pay or incur as a result of or in connection with this procedure.

The Carrier agrees to indemnify and keep indemnified Redox against any claim, suit, allegation demand, loss, liability, or costs of whatever nature that may be brought against Redox or its officers or employees as a result of Section 5.7.

5.9. NON-COMPLIANCE WITH ROAD TRANSPORT LAWS

If a Carrier has breached any road transport law or any obligation under section 5.6 (or is suspected of breaching these laws), the following steps must be taken:

- a. The person who has witnessed the breach, or suspects a breach has occurred, must notify their supervisor, the Store Manager, the Road/Rail Freight Officer, or the Distribution Manager.
- b. The Distribution Manager or Road/Rail Freight Officer must obtain all relevant information relating to the breach from the person making the report, a QP (quality problem raised on Redox's internal database) must then be raised and relevant fields completed.
- c. The Distribution Manager or Road/Rail Freight Officer will send an email or fax to the Carrier outlining the breach (or alleged breach) and ask them to provide a reason for the breach and actions which will be implemented to prevent the breach from occurring again.
- d. The Carrier will be given seven (7) days to provide a response to the email or fax, if they do not respond within that timeframe, the matter will be escalated to Redox's logistics manager who will send a follow up email to the Carrier and give another seven (7) days for response.
- e. Any documentation received back from the Carrier will be uploaded to a QP file.

If the response received from the Carrier is deemed by Redox as inadequate, and the carrier refuses to put in place changes or procedures that would ensure that there was no repetition then Redox is at liberty to proceed as per Section 5.13 and if appropriate, refer the matter to the relevant statutory authorities (such as Worksafe, NHVR or the Police).

5.10. SAFE WORK SYSTEMS

Carriers must at all times exercise all necessary precautions in respect of work, health and safety of all persons on any Redox Site and all persons of the public affected by the Carrier's performance under this procedure.

Carrier must comply with all statutory requirements and all directions by Redox in relation to WHS and Environmental matters at the consignee's or customer's site including ensuring that all persons employed at, present at or engaged at the site by the site owner or site operator.

Carrier is responsible to ensure:

- a. The vehicle is maintained in accordance with National and State Legislation and Regulations, Manufacturers' Specifications and serviced by suitably qualified persons. The maintenance program is to include daily pre-operational inspections by drivers, effective fault or defect reporting and rectification.
- b. That their drivers;
 - i. Are appropriately licensed and the license is current,
 - ii. Are trained accordingly,
 - iii. Always obey the road rules,
 - iv. Wear the correct PPE required by either Redox or other sites attended,
 - v. Adhere to this procedure, and
 - vi. Follow any special delivery instructions mentioned on the Delivery Authorisation, including:
 1. a nominated delivery time,
 2. special location within the delivery site, or
 3. request for a special type of vehicle to complete the delivery.
- c. The Redox Products loaded on their vehicle match the description, quantity and condition as detailed on the Delivery Authorisation,
- d. That their vehicle's mass limits are not exceeded, when accepting deliveries being loaded,

- e. That the carrier's vehicle is able to complete all deliveries assigned to the vehicle for the date required and were indicated during the times specified.

5.11. CONFIDENTIALITY AGREEMENT

Redox requires each aspect of the dealing with this procedure to remain confidential at all times, including but not limited to the following:

- a. Details of any Redox Products which the Carrier handles on Redox's behalf;
- b. The identity and requirements of Redox's customer or consignee;
- c. Details of deliveries and/or pick-ups;
- d. The above-mentioned matters and any communications relating thereto.

The above (confidential information) must not be divulged to any other party without Redox's prior written consent. The restrictions bind the Carrier during the terms of the agreement between Redox and the Carrier and for at 12 months thereafter.

5.12. CARRIERS FREIGHT QUOTATIONS

Redox requires a variety of Carriers and utilises the Carriers that have submitted competitive quotations to provide services to Redox at agreed levels required by Redox.

The quantity/volume of business allocated to each Carrier is affected by the type and number of contracts secured by Redox and the competitiveness of each Carrier's quotations therefore the use of any Carrier by Redox is strictly on a non-exclusive basis.

All Carriers shall submit written freight quotations to Redox by way of email or facsimile or post on the Carrier's letterhead.

The freight quotes must specify validity dates however failing that remain valid unless otherwise notified by Carrier in writing to the Redox Head Office Logistics Department, Sydney giving 30 days' notice of the termination or variation of the freight quotation.

All adjustments to the freight quotes are subject to Redox's written approval.

Any freight quotations, received by Redox from the Carrier, are required to include the transit time from the Point of Pick-Up to the Place of Delivery.

Any Carrier performing deliveries for Redox on an hourly rate basis must discuss their rates and fees payable for the ensuing financial year prior to the end of the current financial year.

Both Redox and the Carrier must agree in writing to the proposed rates. If the parties do not agree on Carrier's proposed rates and fees the Carrier's rates will expire at the end of the current financial year.

The Road/Rail Freight Officer is responsible for negotiating rates from Carriers and is not responsible for the supervision of the Carrier.

5.13. REVOCATION AND SUSPENSION

All Carriers that have freight quotations approved by Redox subject to section 5.12 paragraph 1 are approved Carriers, however Redox may by giving one (1) day notice in writing, revoke the Carrier's approval and suspend all services if in the opinion of Redox (providing evidence as to such opinion), there is:

- a. Breach of the conditions contained in this Procedure,
- b. Serious threat to the environment, or
- c. Safety risk to any person or property.

Redox will investigate as expeditiously as possible and if in Redox's opinion following the investigation the suspension is no longer warranted (or otherwise if the circumstances which prevailed warranting the suspension cease to exist) to restore the Carrier's approval as soon as possible at the conclusion of the investigation.

For the duration of the suspension:

- d. Redox will not pay to the Carrier any costs and expenses incurred in suspending the provisions of the Procedure

e. Redox is at liberty to engage any other Carrier.

Revocation of the Carrier's approval prohibits Redox from utilising the Carrier.

5.14. REDOX SITES

Operating Times and Next Day Cut-off Times

Redox Site	Arrival After	Depart Before	Next Day Cut-off Time
NSW - Girraween	7.00 am	3.00 pm	3.00 pm
NSW - Minto	6.00 am	9.00 pm	3.00 pm
QLD - Richlands	7.00 am	3.30 pm	2.30 pm
SA - Dry Creek	8.00 am	3.00 pm	3.00 pm
VIC - Burr Court Laverton North	8.00 am	3.30 pm	3.00 pm
VIC - Gilbertson Road Laverton North	6.00 am	10.00 pm	3.00 pm
WA - Bibra Lake	6.45 am	3.00 pm	2.30 pm

All vehicles entering Redox Site must be visually inspected by a Redox employee to ensure they are clean, tidy, and free of debris, excess dirt and rubbish. Any vehicle that is not clean and tidy will be denied access to the warehouse/site and must be cleaned prior to re-entry.

When a vehicle is being loaded, the Carrier's driver must stay within the following safe zones:

- In their cab; or.
- Exit their vehicle but remain within one metre of the cab.
- When their vehicle is not being loaded, the Carrier's driver may exit the safe zones to attend to their load, however they must move back to the safe zone once loading has recommenced.

Under no circumstances whilst the Carrier's vehicle is being loaded is the Driver permitted to move the vehicle or assist with loading.

5.15. METROPOLITAN DELIVERIES

Carriers will be issued with the Delivery Authorisation for the day of delivery, on the day of delivery by the Transport Coordinator along with a run sheet.

If Carriers experience delays that threaten their ability to complete all scheduled deliveries then they must contact Redox and give details of the delay. Redox may, at its discretion, approve an alteration to the run sheet or the cancellation of a delivery for that day.

On receipt of the Delivery Authorisation, it shall be recognised that the Carrier is under the supervision of the Store Manager at that branch, until the delivery is completed.

5.16. DAMAGE

The Carrier is responsible for inspecting the Redox Product prior to loading and should refuse to load any damaged Redox Product unless so authorised by Redox in writing.

Except as provided in the above paragraph, the Carrier must sign a clean receipt.

The Carrier accepts responsibility for the value of any damage or loss that occurs to Redox Products whilst in their possession, including transit.

If any damage occurs or becomes evident, the Carrier must immediately consider the delivery suspended and notify Redox by phone to request further instructions.

Redox always retains title to the goods, including when such materials, goods, chattels, and property are in the Carrier's possession. The goods shall be at the Carrier's sole risk immediately on their delivery into the care, custody and control of the Carrier or its agent, carrier, or contractor.

The Carrier must take every possible action to ensure that the goods in their possession, including transit, are protected from actual or potential damage, this is to include:

- a. Cover the load to protect from rain, storm, hail, excessive sun exposure or snow.
- b. Restrain the Redox Products in accordance with the Load Restraint Guide.
- c. Ensure correct segregation of the goods in accordance with the Australian Dangerous Goods Code.
- d. Vehicle gates are on the vehicle to suitably contain the load.

5.17. BONDED SPIRITS

Carriers selected or requested to pick up and deliver from a Redox warehouse Redox Products classified as "bonded spirits" are required to be approved by completing the Bonded Spirits Agreement - Transport Contractors (21193)

For the avoidance of any doubt, if the Carrier does not comply with the above paragraph the Carrier's vehicle will not be loaded with any goods classified as "bonded spirit".

5.18. CLOSED-SIDED VEHICLES

Closed-sided vehicles shall only be loaded / unloaded if equipped with an operating pallet jack.

Loading / unloading of closed-sided vehicles by any other means (e.g. Forklift, by hand, sling, etc), other than a pallet jack, is Strictly Prohibited.

5.19. DELIVERY




If any delivery cannot be met, the Carrier must immediately inform the Transport Coordinator and obtain further instructions before proceeding to the next delivery.

5.20. SAFETY AND EMERGENCY PROCEDURE

As stated in 5.10.b. iv if the required PPE is not worn by the Carrier and/or its drivers, entry will be refused, and you will not be able to carry out the delivery.

Redox will not accept any liability under this provision.

Minimum PPE requirements for all Redox sites are:

		
Safety Boots	Hi-Vis Clothing / Vest	Safety Glasses*

5.20.1. IN THE EVENT OF A MINOR SPILL OR EMERGENCY:

- a. Refer to the EPG issued by Redox or the Dangerous Goods - Initial Emergency Response Guide,
- b. Isolate the spill area immediately for at least 25m in all directions,

- c. Keep unauthorised persons away,
- d. If safe to do so, stop or stem the leakage of the product, and
- e. Follow any direction given by the Emergency Warden on Site.

5.20.2. IN THE EVENT OF A MAJOR SPILL OR EMERGENCY:

- a. Refer to the EPG issued by Redox or the Dangerous Goods - Initial Emergency Response Guide,
- b. Call for Assistance, if safe to do so,
- c. Immediately contact;
 - i. The Police, Fire Brigade, or Ambulance,
 - ii. Your Redox Contact
 - 1. (Australia) 02 9733-3000,
 - 2. (Auckland) 64-9-273-2777,
 - 3. (Christchurch) 64-3-357-8360 or
 - 4. Redox 24/7 Emergency Response free call - New Zealand 0800 243 622
 - 5. Redox 24/7 Emergency Response free call - Australia 1800 127 406
- d. Your Company's emergency contact,
- e. Follow any direction given by the Emergency Warden on Site,
- f. Isolate the spill area immediately for at least 25m in all directions,
- g. If safe to do so, stop or stem the leakage of the product, and
- h. Keep unauthorised persons away.

5.21. UNLOAD VEHICLE

Unloading of the vehicle must not take place until:

- a. The Carrier has ensured that both the name on the building and street address is the same as that on the Delivery Authorisation,
- b. There is someone available to sign the Delivery Authorisation as being received,
- c. The Carrier is satisfied that proper arrangements can be made relating to the exchange or transfer of pallets (if applicable), and
- d. COD deliveries
 - i. The delivery can only be affected if the Carrier, prior to unloading collects cash/cheque for the amount displayed on the Delivery Authorisation and the cheque is signed and dated.
 - ii. If the customer does not have the cheque available immediately, the Carrier must contact the Store Manager for further instructions.
 - iii. The cash/cheque(s) must be delivered in person directly to the Store Manager, or any other person so authorised by Redox.
 - iv. It is the responsibility of the Carrier's driver to ensure that all cheques and monies are accounted for when returning to the Redox warehouse/site. The Carrier accept liability for failure to account for either cheques or monies and agrees to reimburse Redox for missing amounts.

5.22. PALLETS

It is the responsibility of the Carrier to obtain pallets back from the consignee.

When a pick-up is arranged and the pallets used are hire pallets, the Carrier must either:

- a. Exchange the same quantity of the same type as loaded onto the vehicle, or
- b. If no exchange takes place a transfer hire docket is raised to transfer the required quantity onto the Carriers pallet hire account.

This also refers to Redox-operated warehouses.

If exchange pallets are not available and the Carrier does not have a hire account, the Carrier shall contact the Redox Transport Coordinator immediately so that they can be advised on the next course of action.

5.23. IBC MOVEMENTS

When delivering or returning empty IBC's from the consignee back to Redox, the Carrier must add the IBC identification number and Redox reference number to all paperwork.

5.24. RECEIPT OF DELIVERY

The Carrier's driver must ensure that:

- a. A clean receipt is secured from the consignee on delivery of the goods and all signature and name fields are fully completed by the receiver / consignee; and
- b. The Delivery Authorisation is handed to the consignee or a receiver of the delivery having authority to accept the delivery.

If a clean receipt/signature is not secured the Carrier's driver is to immediately inform the Store Manager or any other person so authorised by Redox for further instructions.

5.25. PROOF OF DELIVERY

Proof of delivery must be returned to the Redox office within seven (7) days of the delivery.

Proof of delivery must contain a signature from the receiver/consignee.

The Proof of delivery can be returned to Redox via either email, fax or mailed / couriered.

5.26. CONSIGNEE WISHING TO RETURN GOODS

Redox will not accept any Redox Product returned by the consignee via the Carrier without delivery authorisation.

If a return occurs without delivery authorisation, the Carrier accepts sole responsibility for the returned Redox Product.

5.27. INVOICING - BILL/STATEMENT

Carriers shall include the Redox reference numbers on invoices referring to the works completed.

Statements must be received at the end of each trading period in order to ensure the payment is affected by Redox within the period agreed between Redox and the Carrier.

Carrier's freight invoices for local deliveries shall be approved by the Transport Coordinator by:

- a. Checking the run sheets,
- b. Stamping the invoice with the credit stamp, and
- c. Forwarding to Redox's accounts clerk for payment.

If there is a discrepancy on the invoice the Transport Coordinator must notify the Road/Rail Freight Officer for checking.

Once checked and all is in order the invoice can be sent to Accounts for payment.

5.28. CLAIMS

Redox will forward any claim to the Carrier if Redox Products are lost or damaged whilst in the care of the Carrier.

The Carrier should settle all reasonable claims within a prompt time frame

6. DOCUMENTATION

- a. Form(s)
 - i. [Store Report \(Transfers\) \(21004\)](#)
 - ii. [Store Report \(21013\)](#)
 - iii. [Delivery Docket \(21019\)](#)
 - iv. [Delivery Receipt \(21020\)](#)
 - v. [Goods Return Docket \(21033\)](#)
 - vi. [Goods Return Receipt \(21034\)](#)
 - vii. [Transfer Docket \(21057\)](#)
 - viii. [Transfer Receipt \(21058\)](#)
 - ix. [Bonded Spirits Agreement - Transport Contractors \(21193\)](#)

7. PROCEDURE RESPONSIBILITY

- a. Refer Review/Approval Status.

8. SUMMARY OF CHANGES

- 1. 07-Sep-99 Initial issue.
- 2. 06-Feb-02 Complete Revision of most Sections.
- 3. 21-May-02 Added ref to fax, e-mail or post in section 5.2.
- 4. 23-Jul-02 Added 3.3, 4.5, 4.6, part 4 of 5.6, 5.18, removed 5.5 & 5.6.4 updated most sections.
- 5. 19-May-03 Added 5.14 para 2, other minor edits.
- 6. 03-Jun-03 Added 4.7 re safety clothing.
- 7. 01-Sep-03 Review of most sections.
- 8. 30-Aug-04 Added to 5.3. Amended 5.4 last para. Added Road/Rail Freight Officer in 5.6 last para. Renumbered from 5.3-5.18.
- 9. 14-Sep-05 Added section 5.5; renumbered from 5.5-5.19.
- 10. 08-May-07 Various amendments throughout procedure and removed revisions from section 8.0.
- 11. 06-Jan-07 Amended 4.10 and added details in 5.9.
- 12. 04-Jan-10 Amended Sections 3.1-3.5, Section 4.8, 5.2, 5.13, 5.16 and added Section 5.20 and renumbered 5.21.
- 13. 28-Feb-14 Amended sections 5.9 and included section on 'Dangerous Goods Code and Regulations Compliance'
- 14. 25-Jul-14 Amended procedure to include sections on Chain of Responsibility and Safe Work Systems (sections 5.1, 5.22 and 5.23).
- 15. 04-Sep-14 Included section 5.23 on breaches to transport legislation.
- 16. 24-Apr-15 Inclusion of section 5.21 and updated date format in Section 8.
- 17. 07-May-15 Amended section 5.18 regarding Liability Insurance amount.
- 18. 16-Mar-16 Major overhaul of procedure including addition of 5.22.1-5.22.3.

CARRIERS (AUSTRALIA)

Contractor Procedures

REDOX

Printed for training purposes only
May be superseded

19. 20-Jun-16 Fixed mark-up duplication error in Section 5.3.
20. 16-Nov-16 Major re-write of procedure.
21. 28-Mar-17 Update references and minor formatting errors.
22. 20-Jun-17 Reformatted and re-numbered due to move from Procedure 3702 to 5001.
23. 01-Nov-17 Deleted New Zealand specific references and removed duplications.
24. 22-Nov-21 Amended 4.r.; Updated Redebiz Procedure Template format.
25. 31-Oct-22 Updated sections 5.5, 5.14.