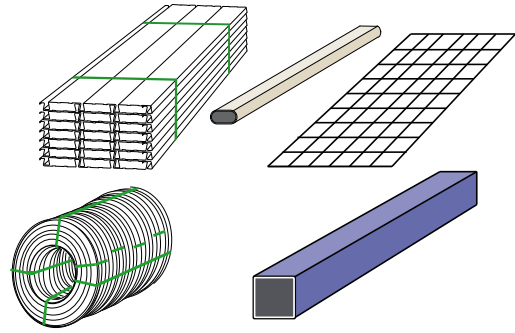


## Customer Pick Ups

### 1. This Guideline applies for:



- Customer collected goods that are transported by road and restrained to this certified minimum standard which is designed to meet the Australian Load Restraint Performance Standards.
- Refer to the state specific Transport Safety Guidelines for the allowable dimension limits.



### 2. Site Requirements

- ✓ To enter site buildings and yards, the following PPE is typically required. Each location will have specific requirements that must be followed. Sites generally have some PPE that may be loaned for the duration of picking up goods. If a driver or customer does not have all appropriate PPE, they must follow the directions of site staff.



- ✓ Customers must stay with their vehicle at all times and take direction from the loading staff. When being loaded, they must stay in the green designated area (see Section 4, Loading Exclusion Zones).
- ✓ Customers unable to restrain products to their vehicles or trailers from the ground must use available height safety equipment to safely conduct the task.
- ✓ Customers must observe all site speed limits, traffic signs and staff directions.  
- ✓ In the event of an emergency or evacuation, stay within the customer pick up area, where safe to do so and await instructions of site staff.

### 3. The Chain of Responsibility (CoR)

#### Customer requirements:

- ✓ Ensure the vehicle supplied is suitable for the mass and dimension of the product to be transported.
- ✓ Apply the necessary load restraint as listed in Table 1.

#### Loader obligations:

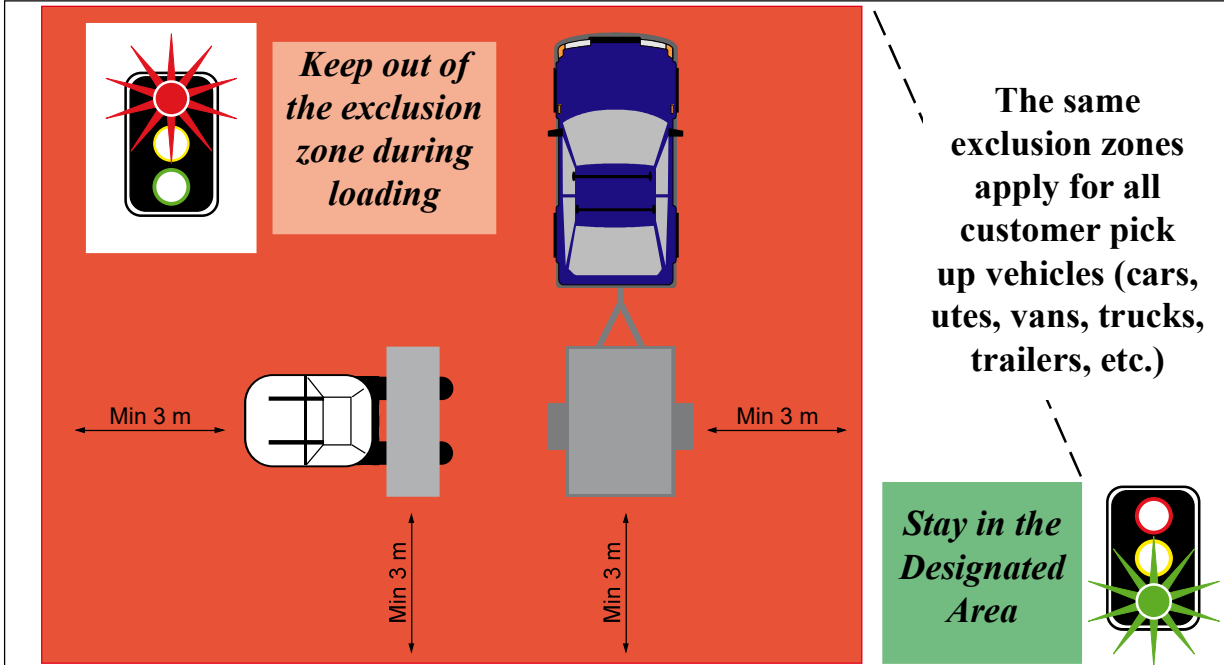
- ✓ Ensure the products are appropriately packaged.
- ✓ Ensure the products are placed within the legal mass and dimension limits of the vehicle.
- ✓ Guide customers where required to ensure adequate load restraint is applied.



"This guideline is certified to meet the Australian Load Restraint Performance Standards and other applicable standards for each relevant mode of transport and is approved for use by the BlueScope Health & Safety Technical Services Engineering Manager. The guidelines are provided to you by BlueScope as guidance only to assist you to meet your obligations under applicable laws and standards. Any reference to, or omission of, a legal or regulatory requirement in these guidelines should not be read as limiting the application of any law, Standard, Rule, Code, Convention, Marine Order or Treaty, or limiting in any way the individual requirements of any vessel. Whilst BlueScope, in cooperation with transport operators, has taken reasonable care to develop load restraint guidelines that are practical and effective, BlueScope makes no warranty as to the applicability of these methods in all circumstances. BlueScope acknowledges alternate methods may be used with the same effect. It remains your responsibility at all times to ensure that the methods you use (including those included in these guidelines) are suitable for the particular situation and where appropriate you should take any additional required precautions. It remains your responsibility at all times to ensure that all of your employees, officers, agents or contractors are appropriately trained and accredited prior to using these guidelines. The content of these guidelines is confidential to, and the property of BlueScope, and you may only use these guidelines with permission from BlueScope."

### 4. Loading Exclusion Zones

- ➔ Customers must stay in the designated green area whilst being crane or forklift loaded. They must remain out of the exclusion zone until the loading staff have given the all clear to enter.
- ➔ Where lightweight products are hand loaded, customers are permitted to remain with their vehicle.



### 5. Load Restraint Requirements

- ➔ Loads must be restrained to prevent unacceptable movement during all expected conditions of operation. In particular the load must be restrained to be able to resist specific forces in different directions of movement. Refer to the “Load Restraint Guide”, National Transport Commission.
- ➔ The following minimum load restraint requirements have been designed to meet the above conditions for securely strapped flat loads. Round loads must be belly wrapped and may require extra lashings.
- ➔ Minimum 2 lashings per stack or 1 lashing per 1.5 metres along load for lightweight packs e.g. roofing.
- ➔ Light products placed within a trailer or ute tray can be considered contained if the side walls are more than 250 mm high and they cannot fly out during transport. Heavy packs require restraining as per Table 1.
- ➔ No steel on steel or steel on plastic contact. Place products on timber, rubber or other high friction surfaces.
- ➔ Ensure protective material is used between lashings and product to prevent damage from sharp edged loads.
- ➔ BlueScope personnel have the right to refuse to load if they are not satisfied with the integrity of the load restraint equipment.

**Table 1 - Maximum Mass Per Lashing** (Restraints at pre-tension and  $\mu=0.4$  min.)

Lashing Angle to Horizontal	Hand tight webbing	10-12mm rope (synthetic)*	25 mm ratchet webbing	35 mm ratchet webbing	50 mm ratchet webbing
60 to 90°	52 kg	85 kg	170 kg	430 kg	510 kg
45 to 60°	46 kg	70 kg	140 kg	350 kg	420 kg
30 to 45°	30 kg	50 kg	100 kg	250 kg	300 kg
15 to 30°	15 kg	25 kg	52 kg	130 kg	150 kg

\* Single hitch capacity. Non preferred lashing type.