

# ***Mission Statement***

Our objective is to achieve service excellence through open communication and a “can do” approach to business.

We will provide our customers a service that reflects integrity, innovation and value at all times.

We will provide our contractors with an environment where commitment and excellence is encouraged and promoted.

## ***Safety Requirements***

Be aware of and comply with Safety Rules, Safe Work Instructions and procedures of any workplace you are located at.

Irrespective of who's premises you may be working on you will follow their Safety Rules, Safe Work Instructions and Procedures, including the wearing of personal protective equipment.

Pay particular attention to non-smoking areas, PPE requirements, exclusion zones and safety signs.

You will meet the prescribed 'fitness for work' standard (no worker shall attend work impaired from the use of alcohol or prohibited drugs). Drug and Alcohol Policies are displayed at most work sites.

## ***Personal Protective Equipment (PPE)***

PPE (such as safety boots, hi visibility clothing, hard hats etc) must be worn at all times where and as required.

PPE is to be maintained and cared for in accordance with the manufacturer's instructions.

Each site may have different requirements regarding PPE and it is your responsibility to check when entering the site.

PPE will be regularly inspected to ensure it is fit for its purpose.

## ***Safety Rules***

Contractors and their employees must take reasonable care for their own health and safety and that of persons who are affected by their actions in the workplace.

Contractors and their employees are to comply with legislative requirements, safe work instructions and procedures for each workplace.

Contractors and their employees are to comply with any safety instruction from management or supervisors.

A breach of safe working rules may result in disciplinary action.

Contractors and their employees who are about to carry out, or are carrying out work at any workplace must ensure that they are free from the effects of the use of drugs or alcohol.

Contractors and their employees will only operate vehicles, plant and equipment where they are appropriately licensed and authorised.

Contractors and their employees are to follow the instructions of appointed Wardens in the case of an emergency at any workplace.

Contractors and their employees are to report all injury incidents, property damage, near misses or identified hazards as soon as reasonably practicable.

## ***Manual Handling***

Manual handling covers a wide range of activities including lifting, pushing, pulling, holding, throwing and carrying.

To minimise the risk of injury through manual handling:-

Wherever possible remove the exposure to manual lifting by using mechanical aids (trolleys, pallet jacks, forklifts etc)

Plan the lift, assess the size, shape and weight of the item/s and if outside of your capacity seek assistance.

Check that the path along which you will carry the goods is clear.

## ***Driver Fatigue***

Fatigue is a major risk in any workplace. There are many causes of fatigue including working excessive hours, through inappropriate time management outside of work, by having poor quality sleep, or through health related issues (including colds, flu and sleep disorders)

Working hours and driving hours are subject to legislation which must be strictly adhered to.

If the contractor or his employees believe they are fatigued, stop the truck and inform NuTrans Management immediately

## ***Vehicle operating and Driving Standards***

NuTrans expects a high standard of safe driving from its contractors and their employees, and that extends to their vehicles being maintained in a roadworthy state and that appropriate licenses are held. Accordingly you are expected to :-

Carry out pre-start safety and maintenance checks on your vehicle.

Comply with all road rules and regulations.

Maintain the cabin of your vehicle in a clean and tidy state

Hold a current license for the class of vehicle being operated

Immediately notify NuTrans management if your license is cancelled, suspended or restricted

Carry your license with you at all times and submit it for periodical checks as and when requested

## ***Cleanliness and Presentation***

As the contractor and or his employees represent NuTrans at the “coal face” it is expected that at all times they will present themselves and their vehicle in a clean and tidy state.

## ***Chain of Responsibility***

The chain of responsibility principle ensures that all persons and entities involved in the transport chain (ie from the placement of orders to the delivery of products) are held responsible for such matters as driving out of hours offences, injuries and near misses. This means that all persons involved in the chain whether they be the consignor/consignee, loader/packer, driver, manager, scheduler, allocator or supervisor will be responsible for the observance of driving hours and other traffic regulations.

Under the “chain of responsibility” all drivers are in control of their vehicle and have responsibilities to other road users, they must drive to road traffic regulations, conditions, weather conditions and their ability so as not to endanger themselves or other road users.

## ***Personal Conduct***

To the customers of NuTrans with whom the contractor or his employees will come into contact, THEY are NuTrans. Their opinion of NuTrans will be based on your conduct, behaviour and appearance. You must always be courteous, efficient and business like when dealing with the customers.

NuTrans expects its staff, contractors and their employees to:-

Develop positive customer, supplier and employee relationships.

Be courteous and professional in dealing with everyone.

Enhance current business relationships with a positive attitude.

Always refer contentious issues to NuTrans management after you have politely explained to the customer that you are not in a position to decide on the matter in question.

Remember that we are in a service industry.

## ***Conduct Standards***

The following list, whilst not exhaustive, represents unacceptable conduct or behaviour, which are considered severe breaches of company policy or conduct standards and may result in termination of your engagement:-

Wilful damage to company/customer property

Physical altercations, threats, verbal abuse, indecent or bad language, harassment and/or assaults involving fellow workers including NuTrans staff, customers and or their employees or any member of the public.

Deliberate inaccurate completion of runsheets and associated documents.

Fraudulent reporting of times on runsheets for financial gain.

Disobeying reasonable and lawful instructions issued by authorised persons.

Behaving in a disorderly, unsafe or unprofessional manner whilst at work.

Divulging confidential company information.

Conflict of interest e.g. using inside information to tender against NuTrans.

No contractor or their employees are to be under the influence of alcohol or any prohibited drug whilst on duty.