



ELECTRICAL SERVICES.

ECN : 000 940

Customer and Courier Pick Up – Transport Safety Guide

This Guideline applies to:

- Goods collected from NRP Electrical Services by the Customer or Courier.
- Goods transported by the Customer or Courier, by road, to meet the Australian Load Restraint Standard.

1. Site Requirements:

- A minimum of Personal Protective Equipment (PPE) is typically required when entering the NRP Electrical Services site.



If a customer or courier does not have the appropriate PPE they must follow the direction of staff.

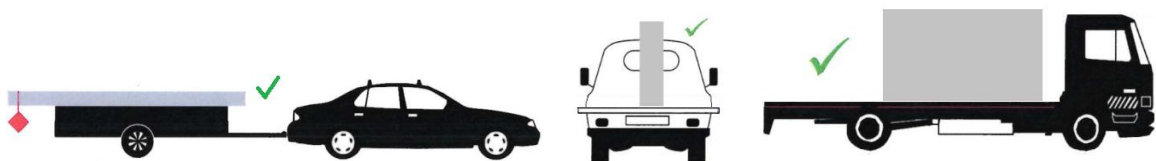
- Customers and Couriers may be directed by site staff to stay with their vehicle or in a designated safe area when the vehicle is being loaded.

2. Chain of Responsibility (CoR)



Customer and Courier requirements:

- Ensure the vehicle supplied is suitable for the mass and dimension of the product to be transported.
- Supply a Flatbed, Enclosed Vehicle or Trailer that is **accessible by forklift** and has tie-down points or anchor rails.
- Switchboards which are to be transported **Vertically, MUST** be transported on a **Flatbed Truck or Ute** type vehicle. Trailers are not acceptable for Vertical Loads.



- Apply the necessary load restraint as listed in the National Transport Commission Load Restraint Guide. <https://www.ntc.gov.au>

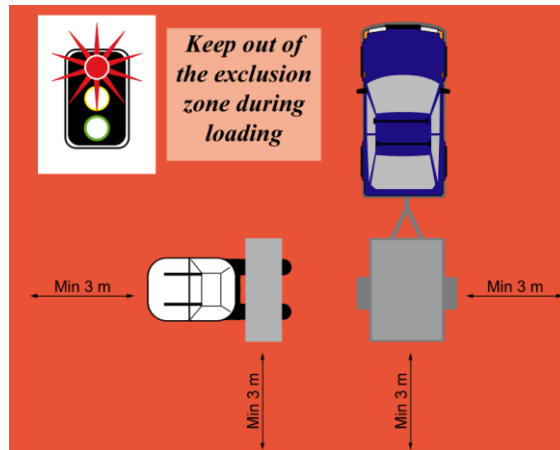
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Loader obligations:

- 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.

3. Loading Exclusion Zones

- Customers and Couriers must remain out of exclusion zones and follow the directions of loading staff at all times.
- These exclusion zones apply for all pick up vehicles (trailers, Utes vans cars trucks, trailers etc.) where a forklift is required for loading purposes.



- Standing on the vehicle tray is not permitted under normal circumstances.
If accessing the tray is essential for load handling, all required safety precautions must be strictly followed, including:
 - Wearing task-appropriate personal protective equipment (PPE)
 - Following the correct procedure for mounting and dismounting the vehicle

4. Load Restraint Requirements

- Loads must be restrained to prevent unacceptable movement during all expected conditions of transport.
- Restraints must meet the Load Restraint Guide's performance standards, which require the load to remain secure under emergency braking and cornering forces.
- Use anti-slip mats, corner protectors, and rated anchor points to prevent movement and damage.
- Follow the National Transport Commission Load Restraint Guide. <https://www.ntc.gov.au>
- **NRP Electrical Services Staff have the right to refuse to load if they believe that the above requirements are not being met.**