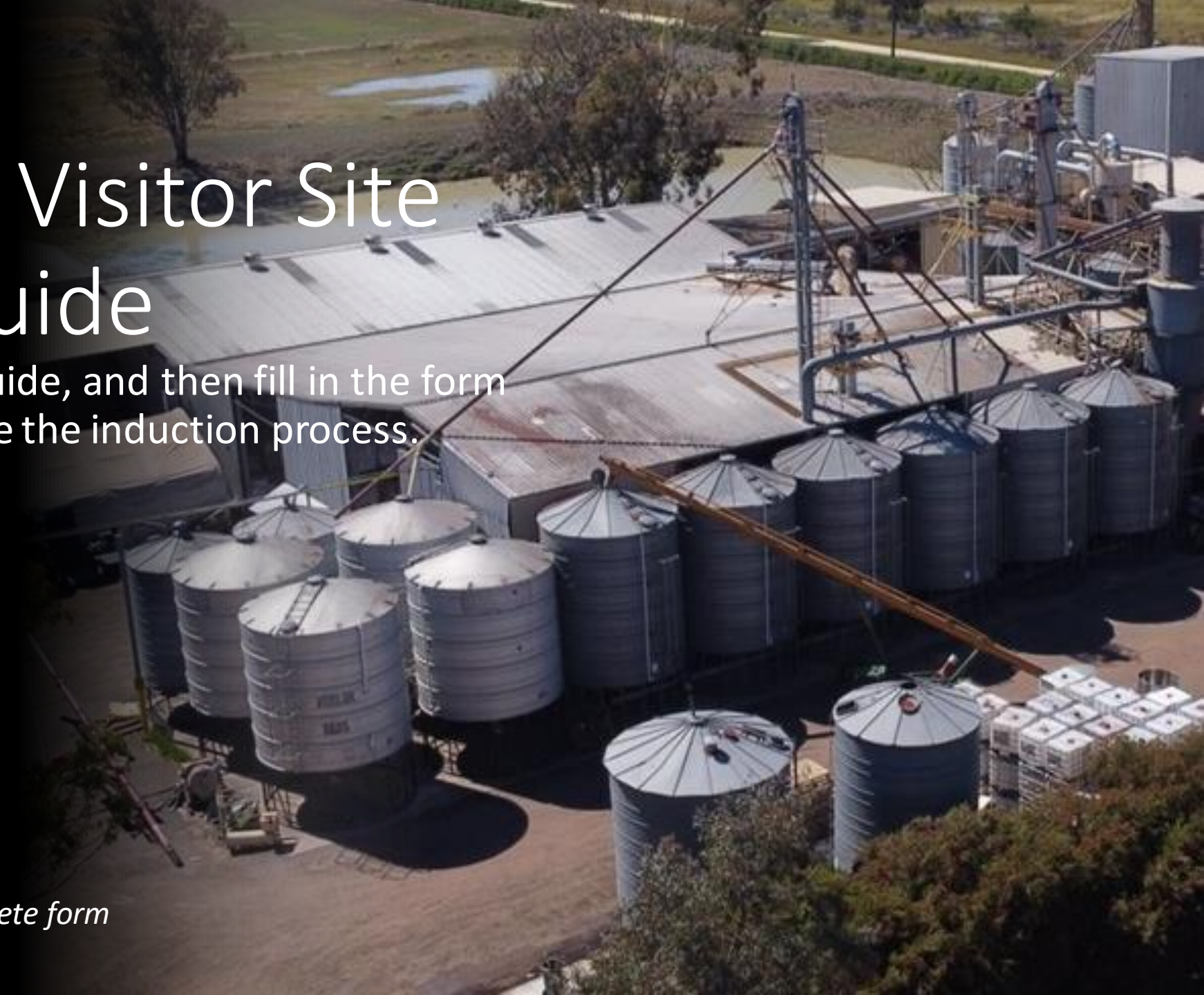


Customer & Visitor Site Induction Guide

Please read through this guide, and then fill in the form on our website to complete the induction process.



SCAN QR Code or [click here](#) to complete form



Introduction

Under the Work Health and Safety Act 2020 (WA) and other legislation, Thompson & Redwood 2001 Pty Ltd (T&R) must ensure, so far as is reasonably practicable, that our site is without risks to the health and safety of customers and all visitors.

Customers/Visitors/Suppliers and their staff and representatives must also take reasonable care for their own health and safety and ensure they do not adversely affect the health and safety of other persons when on site at our mill.

This Induction sets out the minimum health and safety requirements that everyone must comply with when visiting our mill and identifies specific hazards at the Site. All Customers/Visitors/Suppliers must be familiar with this Induction and complete the Site Induction Questionnaire and comply with the requirements of this Induction.

All Customers/Visitors/Suppliers must be ready to provide evidence they have completed this Induction when on site, should a T&R staff member request it.

All Customers and Visitors must comply at all times with directions given by any authorised representatives of T&R.

Any queries regarding this Induction should be directed to the Mill Manager in writing via admin@thompsonandredwood.com.au

Definitions

In this Induction, the following definitions will apply:

Mill or Site

Refers to the site address Thompson & Redwood 220 Almeria Pde UPPER SWAN WA 6069

Mill Manager

The designated manager of Thompson & Redwood

Customer

Any business/person or company that purchases from Thompson & Redwood

Visitor

Any person/persons other than customers visiting Thompson & Redwood

Supplier

Any person/persons that supply goods or services to Thompson & Redwood

Worker

Any person carrying out work in any capacity for Thompson & Redwood and includes work as an employee, contractor, subcontractor, apprentice, trainee or volunteer.

Mill Site

All areas included in the map shown on next page.

Opening Hours

Customers & Visitors

The mill will be open for customers and visitors to collect orders during the following hours:

Monday - Thursday

Office - 8am to 4pm Pick ups - 8am to 5pm

Note - pick ups are available out of hours, payments and times are to be arranged prior.

Friday

Office - 8am to 2.30pm Pick ups – 8am to 5pm

Note - pick ups are available out of hours, payments and times are to be arranged prior.

Weekends

Prior arrangements may be made to pick up on weekends where possible.

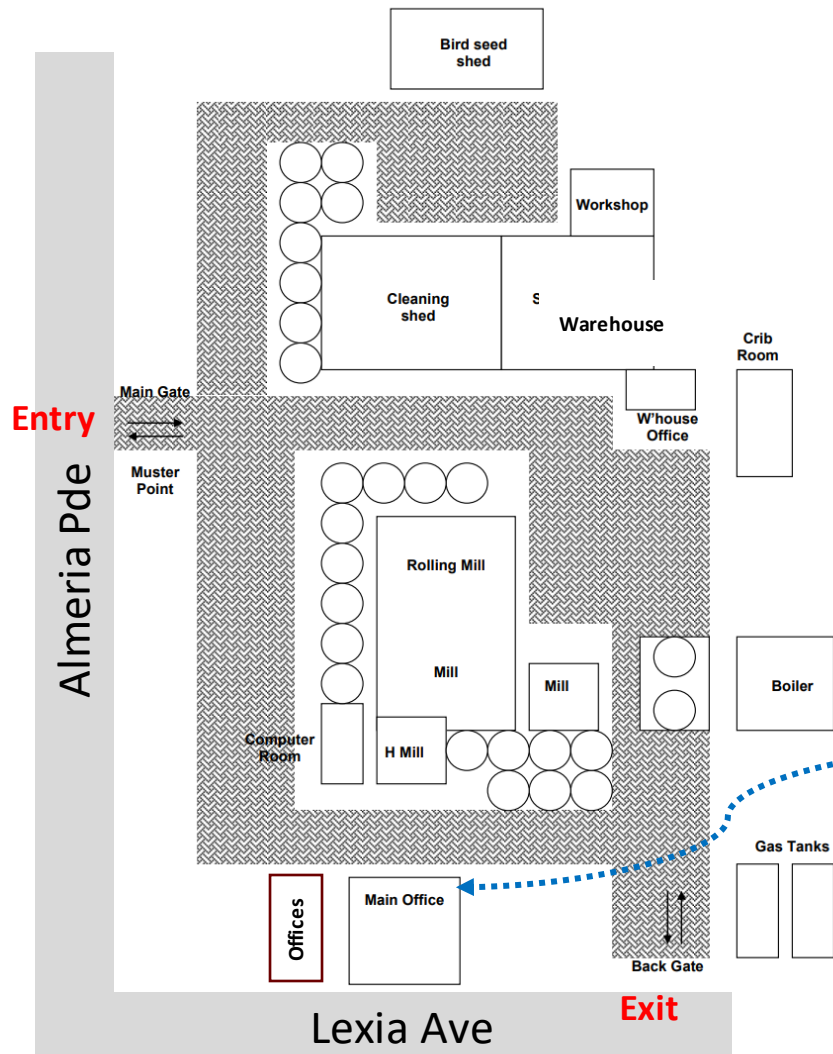
Suppliers

Bookings are to be arranged with a company representative prior to delivery.

Late arrivals may need to be rescheduled.

Site Plan & Office

220 Almeria Pde, Upper Swan



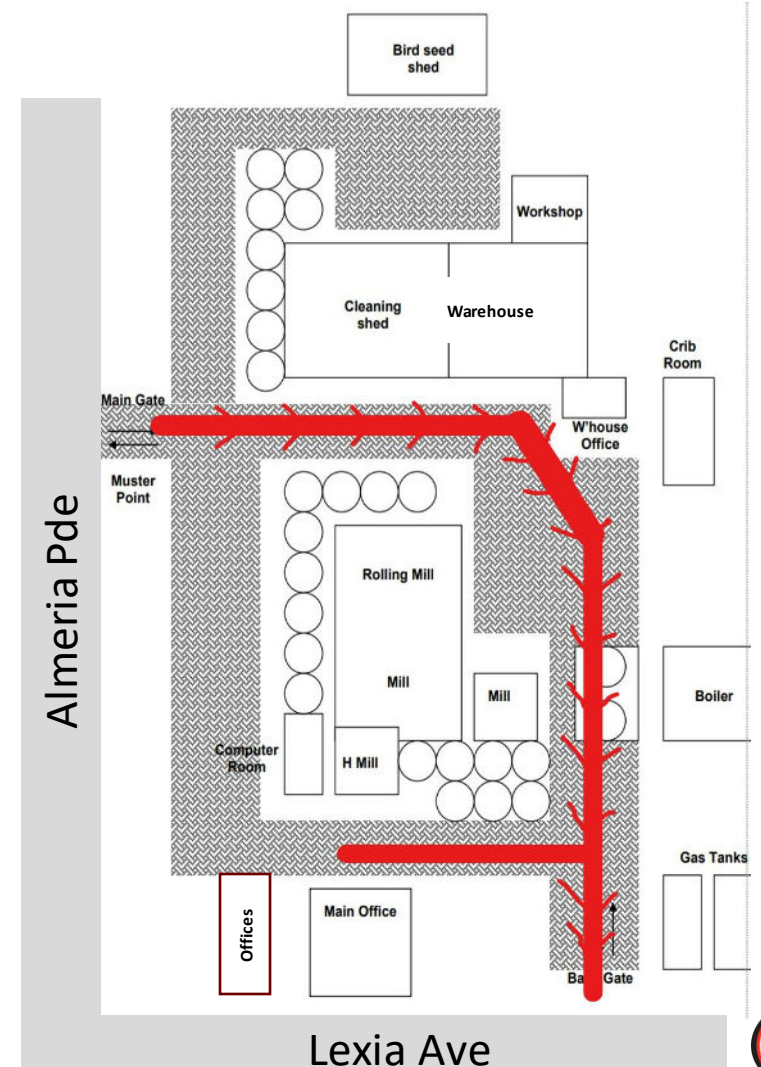
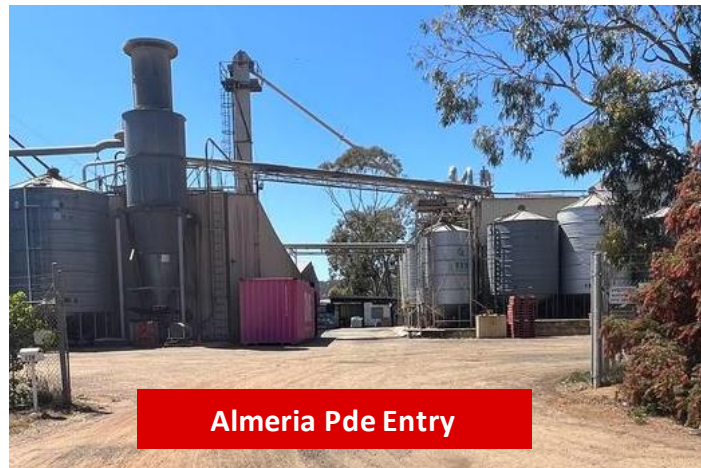
Traffic Flow on Site



All traffic must enter off **Almeria Pde** and exit **Lexia Ave** as shown on the map.

Please adhere to traffic flow at all times.

All Vehicles must not travel more than 5 km/h on site.



Vehicle Movement Instructions:

Goods outwards or collection

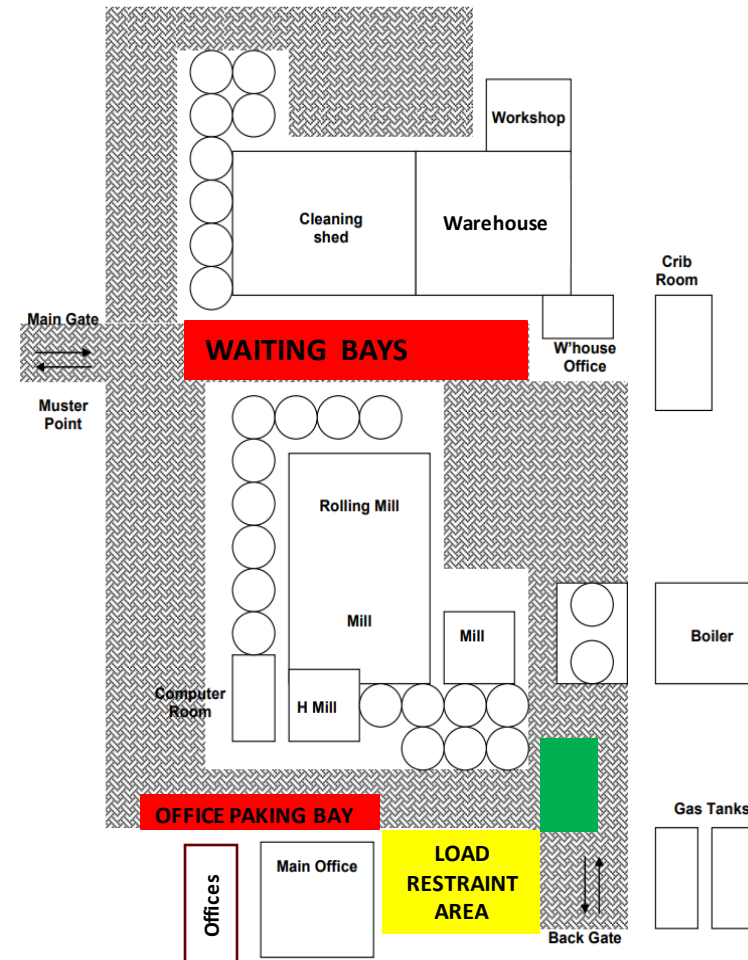
All vehicles are to enter off **Almeria Pde** and wait in the red highlighted **WAITING BAYS** for a staff member to approach.

Please remain in your vehicle at all times and do not enter the warehouse.

Hi-vis vests and suitable footwear are to be worn when fastening loads in allotted areas.

Load Restraint

Once loaded please move to the allocated **LOAD RESTRAINT AREA** to restrain loads according to WA Main Roads requirements – [click here for guide](#).



Vehicle Movement Instructions:

Waiting Bay



Load Restraint Area



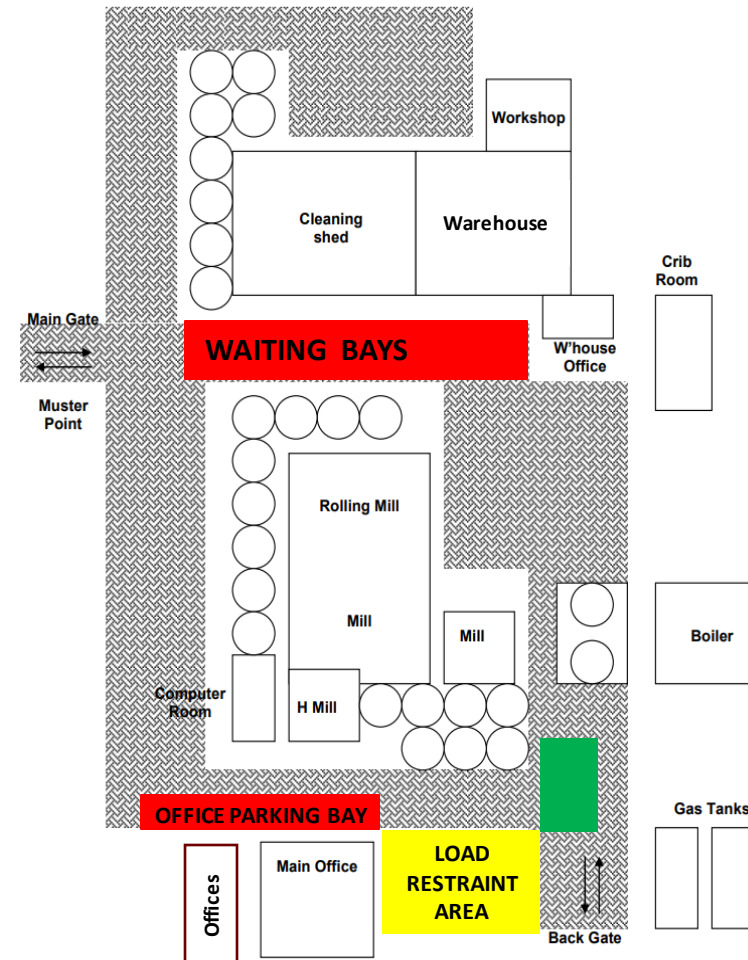
Vehicle Movement Instructions:

Goods inwards, visitors & contractors

All visitors, contractors and bulk grain deliveries are to first report to the office to sign in and seek further direction.

All other deliveries are to pull up in the red highlighted area where a staff member can advise you further.

- ▶ Hi-vis vests and suitable footwear are to be worn when fastening loads in allotted areas.
- ▶ No animals are to be brought on site
- ▶ Drivers must stay with the vehicle at all times



Trailers & Load Restraints

Any trailers that are used for collections must be safe, registered and suitable for loading with the goods required.

We reserve the right to refuse to load any trailers or vehicles we deem unsafe or reduce the size or mass of the load to fit with your vehicle.

To ensure compliance and safety, we check the compliance plates, axels and brakes on trailers and will load according to the following:

Max Gross <750kg

Trailers may have NO BRAKES

Max Gross 750-2000kg

Trailers must have brakes on at least 1 axel
(over-run brakes ok)

Max Gross >2000kg

Trailers must have brakes on all axels and be electric brakes i.e. Emergency brakes that engage when trailer is disconnected)

Trailers & Load Restraints cont.

In accordance with requirements set out by the National Transport Commission (NTC), we can only load registered trailers and vehicles and they must be restrained to the standards outlined in the [NTC guide](#).

Your trailer must be loaded safely, so please ensure your load:

- is properly restrained
- doesn't overhang dangerously
- doesn't exceed mass limits
- doesn't cover lights, indicators, reflectors or the number plate.

We reserve the right to refuse to load any trailers or vehicles we deem unsafe or reduce the size or mass of the load to fit with your vehicle.

To avoid disappointment, please ensure your trailer or vehicle fits within the standards prior to arriving on site.

General Guidelines

Induction: Customers, suppliers and visitors without completed inductions may not be permitted on site. Induction passes are to be displayed in vehicle at all times or on mobile devices for viewing.

Apparel: Hi-vis vests and suitable footwear are to be worn at all times.

Accessibility: Do not enter any buildings, sheds, warehouses and remain with your vehicle at all times. If you have any issues, you can call the office on **08 9296 4767**.

Emergencies: In the event of an emergency, please follow instructions from a staff member or follow to the closest exit point on site.

Safety: We take safety seriously. Report any accidents or hazards to the site office or manager immediately.

Animals: Please leave your animals at home. If this is not possible, animals must remain secured inside the vehicle at all times.

Behaviour: Our staff are here to help and foster a safe and respectful working environment. T&R has zero tolerance for abusive behaviour towards our employees.

Induction

Please complete the induction quiz to receive your induction pass.



SCAN QR Code or [click here](#) to complete form