

STANDARD OPERATING PROCEDURE

Transport of Product – Truck Driver Expectations

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1. Purpose

The purpose of this procedure is to set safety, quality and delivery standards for transport drivers picking up and delivering Ropes products and material between Ropes and customer sites. The procedure defines the specific expectations for the transportation of Ropes products that are not referenced in the Transport Specification.

2. Scope

This procedure applies to all persons within the chain of responsibility, specifically transport providers (carrier), Ropes customer service representatives and Ropes despatch personnel.

3. References

1. Freight Haulage Services Contract
2. WRW-WH-SOP-001. Transport Specification
3. WRW-WH-SOP-002. Despatch and Wire Store Work Instructions
4. WRW-WH-SOP-003. Transport Planning and Co-ordination
5. WRW-WH-SOP-113. Load Restraint – Equipment Guidelines
6. WRW-WH-SOP-114. Load Restraint – Crates
7. WRW-WH-SOP-115. Load Restraint – Wire, Timber & Steel Coil Stems
8. WRW-WH-SOP-116. Load Restraint – Reels
9. WRW-WH-SOP-117. Yard Area Exclusion Zone
10. WRW-WH-SOP-118. Load, Unload at Door 1, 3, 6 & CM3
11. WRW-WH-FRM-001. Transport Drivers Induction
12. WRW-WH-FRM-002. Despatch Warehouse Quality Monitoring
13. WRW-WH-FRM-006. Mining Customer Delivery Constraints
14. WRW-WH-FRM-007. Mining Customer Delivery Contacts
15. WRW-RS-SOP-003. Unloading Empty Mining Reels From Trucks

4. Responsibilities

Process owner: Sales, Marketing and Logistics Manager.

Ropes Customer Service Manager:

- Ensure this procedure is communicated to Ropes Despatch staff and Transport Service Providers (including Providers undertaking pick up from Ropes premises on behalf of Ropes' customers).
- Ensure this procedure is complied with; Undertake and participate in compliance audits, investigations; raise non-conformance or related issues as required.
- Meet all other responsibilities as per Transport Specification.

Ropes Customer Service Team:

- Undertake and participate in compliance audits, investigations; raise non-conformance or related issues as required.
- Meet all other responsibilities as per Transport Specification.
- Advise customer of transport safety expectations when undertaking pick up on Ropes premise.

Ropes Despatch Team Leader:

- Ensure customer is aware of transport safety expectations when undertaking customer pick up on Ropes premise.
- Ensure this procedure is complied with, undertake and participate in compliance audits.
- Undertake investigations and raise non-conformance or related issues.
- Meet all other responsibilities as per Transport Specification.

Service Provider/Carrier:

- Ensure all employees and subcontractors carrying product on behalf of Ropes are trained and competent in this procedure and Arrium Road Transport Safety Code of Practice requirements.
- Provide truck drivers the required equipment to comply with this procedure.
- Comply with legislative requirements and contracts of service.

Truck Driver:

- Comply with applicable laws and regulations.
- Comply with Ropes' and Customers' Policies and Procedures.

5. Qualification, Training & Competence Requirements

See Assessment Questionnaire

6. Definitions

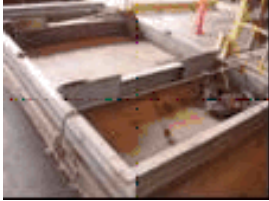
Refer to WRW-WH-SOP-001 - Transport Specification

7. Recording / Reporting Requirements

8. Pre-Task Preparation

Item	Step
Dunnage	1. Minimum 75mm x 75mm timber hardwood dunnage must be used 2. Dunnage must cover the full width of the trailer (to prevent excessive sideways sliding) 3. Dunnage must be restrained during transit to prevent items leaving the trailer e.g. by tying down dunnage to trailer
	

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Item	Step
Reel racks/cradles	1. All cylindrical loads (reels, coils and drums) must be placed in fixed or movable cradles that prevent rolling 2. Only approved reel racks/cradles are to be used 
Rubber	1. Steel on steel not permitted 2. Rubber must be applied to the bottom the rack or cradle prior to placing the load on the trailer

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Restraint equipment	1. Over centre tensioning device (dogs) are not permitted. Only approved restraint equipment to be used including ratchet type tension device and EV CAM 2. Chains must be a minimum of 8mm transport chain that meets the requirements of (ASNZS4344) 3. All restraint equipment used for loads travelling to QLD mine sites must be tagged and tested every 6 months 4. Check requirement for other loads 
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Item	Step
Wheel chocks	- For all mining rope delivery vehicles when at Ropes site(s) and customer site(s), the rear prime mover or trailer wheels must be chocked as soon as the vehicle is stationary / parked and the handbrake applied - Chocks are to be to the approved specifications of Ropes and applied to either side of the wheel 
Trailer	- Trailer(s) being used must meet all legal requirements and mass and dimension restrictions must be adhered to. - B Doubles are not to be split onsite at Ropes site(s) or local road areas. B Doubles are to be split at an area specified by the transport provider.
Cabin Flashing Lights	All trucks delivering to mine sites MUST have flashing light fitted and in use while on customers (mine sites) premise

9. Safe Work Method for Loading at Ropes

Item	Step	Hazard	Risk
1	Driver to check that they have the required PPE and equipment before arriving to site. Apply PPE prior to entering the site.	Insufficient PPE and Equipment- refused load	Injury
2	Arrive at Ropes site as instructed - Refer WRW-WH-SOP-118. - Driver to contact Despatch Office to arrange access to site. - If required, park on Selwyn Street under bridge (adjacent to rear site entrance) until provided further instruction on safe access/ entry to site.	Unauthorised Entry	Injury
3	Sign in - Report to Ropes Representative. Refer WRW-WH-FRM-002 - Despatch Warehouse Quality Monitoring.	Unauthorised Entry. Unfamiliar with site hazards	Injury
4	Ropes Representative is to confirm Driver's site induction is current. If required, Despatch Team Leader (or delegate) is conduct the Driver Induction - Refer WRW-WH-FRM-001. NB- service providers must have already conducted local inductions including load restraint, fatigue management and relevant company procedures.	Unauthorised Entry. Unfamiliar with site hazards	Injury
5	Driver to follow instructions from Ropes Representative - move truck into nominated loading bay. NB- Spotter/Watcher required when reversing into CM3 Doorway (refer WRW-WH-SOP-118).	Mobile Equipment Interaction Pedestrian interaction Variable lighting when reversing into doorways	Strike moving mobile equipment or objects Strike pedestrian causing injury
6	Setup trailer deck - apply dunnage, coil/reel racks and rubber. - Rubber to be placed between trailer deck and positioning equipment - Gloves to be worn when handling equipment. - No access to back of truck; do not climb on side of trailer, wheels, etc. Instead, use approved platforms, platform ladders, step-boxes and/or reaching tools as appropriate.	Loss of load. Manual Handling Pinch points- crush Fall from heights Slip, Trip or Fall	Sprain Strain Crush injury Hand laceration Serious injury from fall from trailer
7	Ropes Loader: - Instruct truck driver on exclusion zone requirements (Can't see, Can't load) - Place load on the Trailer Truck driver: - Instruct Ropes loader on safe positioning of load prior to loading process commencing - Stand in GREEN zones at all times and adhere to exclusion zone requirements when loading process occurring	Line of Fire Suspended Loads Unrestrained Product	Struck by mobile equipment or falling product causing serious injury

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Item	Step	Hazard	Risk
8	Driver & Ropes Loader (shared responsibility) check that load does not exceed vehicle dimension and/or mass limits: - Vehicle load capacity set as part of load planning process; - Driver to use truck or trailer scales to check mass (confirm with Ropes Loader); or - Calculate total load mass from known reel & product weight (same product / standard load); or - Part load – driver to incorporate Ropes load mass (supplied) into total load	Overloading; vehicle failure	Traffic accident; damage to property or public.
9	Load to be restrained by truck driver. - Only use accredited restraint equipment and adhere to Ropes' Load Restraint Guidelines - Loose items to be removed or restrained - Restrain load from ground level- use feeder bars to position chains. Do not restrain on the deck of the trailer. - No access to back of truck nor climbing on side of trailer, wheels, etc. Instead, use approved platforms, platform ladders, step-boxes and/or reaching tools as appropriate.	Incorrect restraint or tension Pinch points Manual Handling Fall from height	Loss of Load Causing damage to property or road users Serious injury from fall from trailer
10	Ropes Rep to undertake Load Quality Audit - Refer •WRW-WH-FRM-002.	Incorrect restraint or tension Unfamiliar with delivery instructions	Loss of Load Causing damage to property or road users Delivery miss
11	Sign out upon leaving site.	Unauthorised Exit Site not aware that person has left	Injury

10. Safe Work Method for Unloading at Ropes

Including the return of product or empty reels.

Item	Step	Hazard	Risk
1	Driver to check that he has the required PPE and equipment before arriving to site. Apply PPE prior to entering the site.	Insufficient PPE and Equipment- refused load.	Injury.
2	Arrive at Ropes site as instructed - Refer WRW-WH-SOP-118. - Driver to contact Despatch Office to arrange access to site. - If required, park on Selwyn Street under bridge (adjacent to rear site entrance) until provided further instruction on safe access/ entry to site.	Unauthorised Entry	Injury
3	Sign in - Report to Ropes Representative - Refer WRW-WH-FRM-002.	Unauthorised Entry. Unfamiliar with site hazards	Injury
4	Ropes Representative is to confirm Driver's site induction is current. - If required, Despatch Team Leader (or delegate) is conduct the Driver Induction - Refer WRW-WH-FRM-001 - Service providers must have already conducted local inductions including load restraint, fatigue management and relevant company procedures	Unauthorised Entry. Unfamiliar with site hazards	Injury
5	Driver to follow instructions from Ropes representative- move truck into nominated unloading bay. - Spotter/Watcher required when reversing into CM3 Doorway - When unloading on eastern side of Yard Exclusion Zone, temporarily extend Zone to include pedestrian walkway adjacent to Gas Compound – Refer WRW-WH-SOP-117 (Yard Area Exclusion Zones)	Mobile Equipment Interaction. Pedestrian interaction. Variable lighting when reversing into doorways	Strike moving mobile equipment or objects. Strike pedestrian causing injury
6	Load to be removed from Trailer by Ropes Loader/Unloader. - Prior to commencing to unload, Ropes unloader to inspect load to identify non-standard, unstable or misaligned loads (load shifted or misaligned; too close to side of trailer) and assess any stored energy between adjacent reels. - Ropes unloader to undertake a Pre-Task Risk Assessment (PTRA) for non-standard, unstable loads or shifted/misaligned loads. - Ropes unloader to instruct truck driver on exclusion zone requirements and unloading safety precautions. - Truck driver to remove restraint equipment. - No access to back of truck nor climbing on side of trailer, wheels, etc. Instead, use approved platforms, platform ladders, step-boxes and/or reaching tools as appropriate. - If BOTH tynes cannot safely be inserted into barrel, use 50T crane and pintles/slides to unload affected reels.	Line of Fire. Suspended Loads. Load shifted/misaligned; too close to side of trailer. Unrestrained Product. Stored energy between adjacent reels/product. Manual handling. Pinch points Fall from height Controlled movement of unrestrained product or suspended load	Struck by mobile equipment or falling product causing serious injury. Sprain strain Hand injury Serious injury from fall from trailer Struck by falling product causing serious injury or damage

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Item	Step	Hazard	Risk
7	Driver to stand in green zones at all times and adhere to exclusion zone requirements when unloading process occurring. "Can't See Can't Load". Refer WRW-WH-SOP-118. - Driver to observe unloading to monitor for any uncontrolled/unintended movement of product - Truck driver to monitor for any pedestrians entering exclusion zone. - Driver to maintain visual communication with unloader.	Uncontrolled/unintended movement of product. Pedestrian interaction.	Loss of load causing serious injury and/or damage during unload.
8	Restrain or remove any loose items on trailer deck once load removed. - Only use accredited restraint equipment - No access to back of truck nor climbing on side of trailer, wheels, etc. Instead, use approved platforms, platform ladders, step-boxes and/or reaching tools as appropriate.	Incorrect restraint or tension Pinch points Manual Handling Fall from height	Loss of load causing damage to property or road users. Serious injury from fall from trailer
9	Collect / handover paperwork.	Incorrect restraint or tension. Unfamiliar with delivery instructions	Loss of load causing damage to property or road users. Delivery miss.
10	Sign out upon leaving site.	Unauthorised Exit	Injury

11. Safe Work Method for Unloading at Depots or Customer Sites

Item	Step	Hazard	Risk
1	Driver to deliver Product to Customer· - Adhere to Road Rules - Adhere to Fatigue Management Plans - Check restraint of load on a regular basis	Unsafe driving Load Restraint	Vehicle accident Loss of Load
2	Prior to arrival to customer, Driver to check that he has the required PPE and equipment	Insufficient PPE and Equipment	Injury
3	Arrive to delivery destination. Apply PPE prior to entering the work site.	Unauthorised Entry	Injury
4	Sign in – report to Customer Representative	Unauthorised Entry Unfamiliar with site hazards	Injury
5	Induction into site- Undertake required inductions at the request of the customer. Note- service providers must have already conducted local inductions including load restraint, fatigue management and company procedures.	Unauthorised Entry Unfamiliar with site hazards	Injury
6	Follow instructions from Customer representative - Move truck into nominated unloading bay or parking area. - Trailer and Prime Mover rear wheels must be chocked at Mine Site	Mobile Equipment Interaction Pedestrian interaction	Strike moving mobile equipment or objects Strike pedestrian causing injury
7	Load to be removed from Trailer by Customer Loader/Unloader. - Customer unloader to undertake an assessment on safe removal of load - Customer unloader to instruct truck driver on exclusion zone requirements and unloading safety precautions. - Truck driver to remove restraint equipment. - Truck driver to stand in customer safe zones at all times and adhere to exclusion zone requirements when unloading process occurring. Can't See Can't Load	Line of Fire Suspended Loads Unrestrained Product Manual handling Pinch points	Struck by mobile equipment or falling product causing serious injury Sprain strain Hand injury
8	Restrain or remove all loose items on trailer deck once load removed. Only use accredited restraint equipment.	Incorrect restraint or tension Pinch points Manual Handling	Loss of Load; Damage to property; Injure road users
9	Collect/handover paperwork.	Incorrect restraint or tension Unfamiliar with delivery instructions	Loss of Load; Damage to property; Injure road users Delivery miss
10	Sign out upon leaving site.	Unauthorised Exit	Injury

12. Specific Customer/Site Delivery Procedures

Applies to both delivery of Mining Rope Products and collection of empty reels, use product samples and other products as required.

Location	Task Step Description
General Requirements (All Mine Sites)	- Prior delivery advice must be given to the Mine Warehouse at least 24 hours before arriving at the site. Trucks will not be permitted onto the site without prior notification. Some sites have additional notification requirements, as specified in: - WRW-WH-FRM-006 - Mining Customer Delivery Constraints - WRW-WH-FRM-007. Mining Customer Delivery Contacts - WRW-WH-SOP-003 - Transport Planning and Coordination - When parking, the driver must stay at truck till the idle timer has timed out - All vehicles to park in designated truck parking areas on site, if available - All park brakes (trailer and Prime Mover) must be applied, and the rear Prime Mover wheels to be chocked to prevent movement in either direction. - If security gate access is required contact must be made at general warehouse prior to proceeding through security gate. - Warehouse personnel will then advise or escort truck to security, where if needed a visitor induction maybe conducted, and then directed/escorted to appropriate area for unloading. - Whilst unloading, all park brakes must be applied and the Prime Mover wheels must be chocked as noted above. - Documentation must be signed by warehouse personnel upon completion of unloading/loading products. Maintenance Staff are not responsible for delivery/despatch paperwork. - Drivers are not to leave site until paper work is signed and left with the warehouse personnel - Any incident involving Ropes product or brand should be reported immediately to Transport Operator's Management and Ropes' Representative. - Drivers must comply with site safety requirements at load & delivery points - Drivers must comply with site rules (includes delivery times; no exceptions) - For prearranged approved deliveries directly to other site locations, drivers are to abide by the directions given by security personnel in the relevant areas. - Under no circumstances are drivers to confront Ropes customers. Discrepancies MUST be handled by Ropes or Transport Provider management. No verbal abuse of any client or employee; disciplinary action will be taken against any complaints.

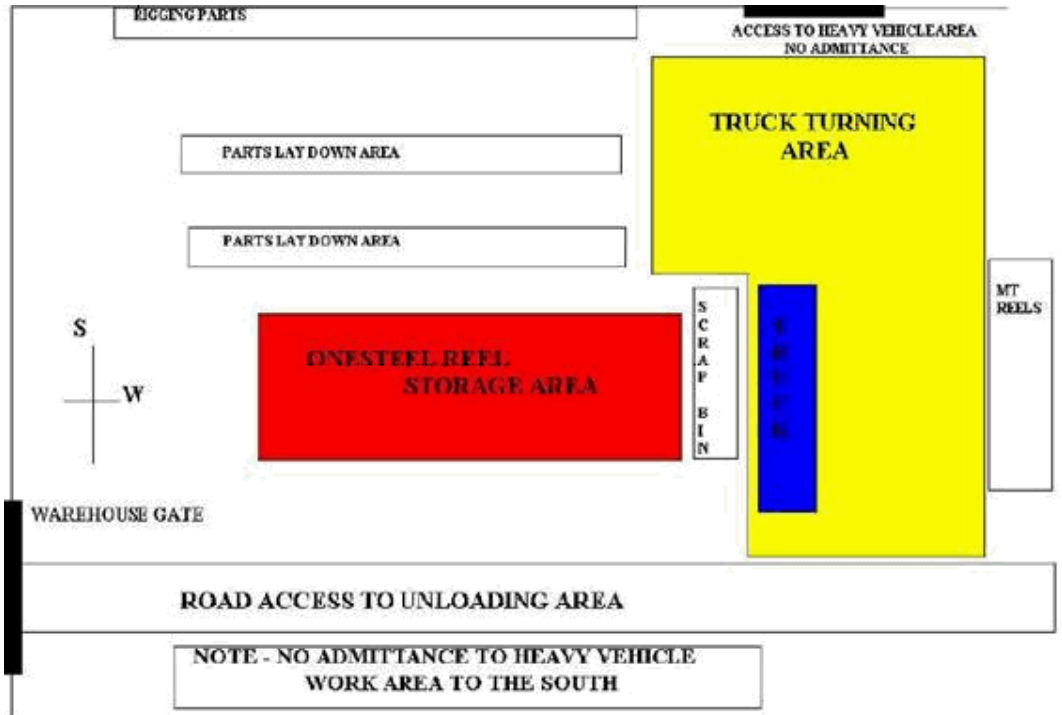
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Location	Task Step Description
Blackwater Mine	1. Driver to report to site security building to complete visitors induction process. 2. Once inducted security will contact the warehouse. If the warehouse is not ready for delivery, the transport is to wait in the designated truck park until notified by security to proceed to the warehouse, to alleviate traffic congestion. 3. Driver to proceed to the warehouse and use intercom to contact warehouse personnel. Upon entering the warehouse yard they will be directed by the warehouse personnel where to safely turn and park their vehicle. Once parked driver is to request wheel chocks from warehouse personnel to safely chock vehicle. 4. Warehouse personnel to verify transport driver has reported to security building and completed visitors sign in procedure and wearing all required correct PPE. If transport driver has not completed visitors procedure, warehouse personnel are to contact the security personnel and direct/escort the driver to the security building. 5. When unloading in Reel Storage Area, ensure that truck is parked in position as noted below or where otherwise advised by store personnel 6. On completion of delivery warehouse personnel will direct transport driver to go back to the designated truck park and sign out before leaving site.

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Location	Task Step Description
Blackwater Mine .../continued	Blackwater Mine Reel Storage Area:  The diagram illustrates the layout of the Blackwater Mine Reel Storage Area. Key features include: Directions: A compass rose indicates South (S) is up and West (W) is to the left. Top Left: A box labeled 'EGGING PARTS'. Top Right: A yellow rectangular area labeled 'TRUCK TURNING AREA'. Above it is a black bar with the text 'ACCESS TO HEAVY VEHICLE AREA NO ADMITTANCE'. Center Left: Two stacked boxes labeled 'PARTS LAY DOWN AREA'. Center: A large red rectangular area labeled 'ONESTEEL REEL STORAGE AREA'. Center Right: A blue vertical rectangular area labeled 'SCRAP BIN'. Far Right: A white vertical rectangular area labeled 'MT REELS'. Bottom Left: A black bar labeled 'WAREHOUSE GATE'. Bottom Center: A wide white horizontal bar labeled 'ROAD ACCESS TO UNLOADING AREA'. Bottom Right: A white box containing the text 'NOTE - NO ADMITTANCE TO HEAVY VEHICLE WORK AREA TO THE SOUTH'.

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13. Version History

Version	Issue Date	Key Changes	Authorised by	Review Date
7	8/8/2013	Format; review changes by Richard Lawrence;	SH	
8				
9	27/8/2014	Added reference to WRW-WH-SOP-003 (Transport Planning and Co-ordination). Added check re vehicle dimension and/or mass limits in Safe Work Method for loading	BR	
10	11/4/2016	Removed references to Truck Nets and prior entities Moly-Cop and Arrium. Moved section 'Specific Customer/Site Delivery Locations and Times' to new documents WRW-WH-FRM-006 & WRW-WH-FRM-007.	SMc	
11	28/06/2016	Updated after HPI.	SMc	
12	31/7/2017	Updated to clarify access onto trailer (fall from height risk). Removed Assessment Questionnaire section; duplicate; refer to WRW-WH-FRM-001 (Transport Drivers Induction) instead.	SMc	
13	6/3/2020	Updated 'Safe Work Method for Unloading at Ropes': Where required, use 50T crane and pintles/slings to unload affected reels.	SMc	1/3/2022
14	02/08/2023	Branding Changes	RL	