



**Delivery Driver Guidelines
October 2018**

Locations	Address	Booking Email	Contact #	Account #	
				CHEP	LOSCAM
Docklands	381 – 383 Footscay Rd Docklands VIC 3008	W05101-Receiving@costco.com.au	(03) 8602 0300	4000211086	216470
Auburn	17 – 21 Parramatta Rd Lidcombe NSW 2141	W05102-Receiving@costco.com.au	(02) 8756 4600	4000211086	216470
Canberra	39 - 41 Mustang Ave Majura Park ACT 2609	W05103-Receiving@costco.com.au	(02) 6246 7500	4000211086	216470
Ringwood	29 Bond St Ringwood VIC 3134	W05104-Receiving@costco.com.au	(03) 8873 6700	4000211086	216470
Crossroads	20 Parkers Farm Pl Casula NSW 2148	W05105-Receiving@costco.com.au	(02) 8778 7300	4000211086	216470
North Lakes	17 – 39 Cook St North Lakes QLD 4509	W05106-Receiving@costco.com.au	(07) 3482 8600	4000211086	216470
Adelaide	380 – 408 Churchill Road Kilburn SA 5084	W05107-Receiving@costco.com.au	(08) 8360 3700	4000211086	216470
Moorabbin	8 Chifley Dr, Chifley Business Park Mentone Moorabbin Airport VIC 3194	W05108-Receiving@costco.com.au	(03) 9552 7700	4000211086	216470
Marsden Park	10 Langford Drive Marsden Park NSW 2765	W05109-Receiving@costco.com.au	(02) 9854 3700	4000211086	216470
Epping	60 Deveny Road Epping VIC 3076	W05110-Receiving@costco.com.au	(03) 8359 3300	4000211086	216470
Ipswich	1 Wood Street Bundamba QLD 4304	W05111-Receiving@costco.com.au	(07) 3432 3700	4000211086	216470

All deliveries into Costco Warehouses must comply with the following:

Safety Equipment

It is a requirement for any person involved in delivery to wear a high visibility vest or high visibility shirt and non-slip steel capped or composite footwear.

People who present deliveries without the required PPE will not be permitted into the receiving dock area and the deliveries will not be loaded or unloaded.

Bookings

Costco will not accept deliveries that have not been pre-booked with an appointment with the exception of couriers (less than a pallet) which do not require prior bookings.

To make a booking, please email Receiving.

Booking Times

Monday - Saturday	5:00 am – 1:30 pm	All deliveries
Monday - Saturday	5:00 am – 8:00 am	Fresh only
Sunday	7:00 am – 9:00 am	Fresh only

Trucks / Vehicles

Rear loaded vehicles only minimum internal height of 2200mm are the only vehicles accepted. No wooden or mezzanine floors.

Side loading trucks need to be approved by the specific warehouse or site and will not be accepted unless prior approval has been provided by the Warehouse Manager.

Trucks must be accessible within our dock dimensions:

Door Height:	3025mm
Dock Width:	2115mm
Height from ground to the Dock Floor/Plate:	1250 mm

Tail lift trucks will not be accepted unless prior approval has been provided by the Warehouse Manager.

Rear Loaded Trucks remain the preferred delivery vehicle for Costco.

Pallets

All merchandise is to be palletised and securely strapped and or wrapped with clear plastic, using only CHEP or LOSCAM branded pallets.

Chep or LOSCAM is our preferred pallet supplier and receives pallets from vendors on a transfer basis only. Note: There is a 30 day delay onto Costco's Chep and Loscam Accounts, from the date of delivery. The dispatch date must reflect the Costco Purchase Order.

With each delivery you must bring along the electronically generated docket issued by your pallet provider stating the Costco Purchase Order number in the pallet docket reference number field.

Costco will accept manual dockets only by exception.

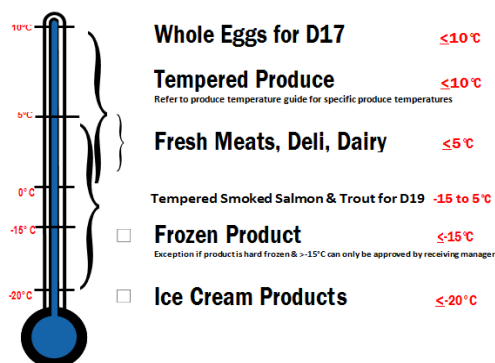
Costco **DOES NOT allow pallet exchange** at any location.

Food Safety

The refrigeration unit must remain on at all times, including when truck and/or trailer is being loaded or unloaded.

Chilled and frozen deliveries will only be accepted according to the range below:

Temperature Ranges between...



Purchase Orders

All deliveries must be filled as per the Purchase Order, in addition:

- Quantity must be delivered as per the purchase order, with the exception of random weights. If the quantity delivered is over the amount on the Purchase Order, the order will be rejected.
- Each product listed on the Purchase Order must be delivered. Back orders and/or split shipments will NOT be accepted.
- Should you not be able to fill a purchase order in its entirety, the remaining undelivered quantities are to be cancelled.

Additionally, if a delivery arrives quoting the purchase order number from a previous shipment, the stock will be rejected.

If any of the above cannot be met, please contact the Buying Department no later than 24 hours prior to the delivery date to have any quantity or item changes adjusted in the system to avoid any unnecessary rejections.

All deliveries must be accompanied with a corresponding Packing Slip/Delivery Docket quoting the Purchase Order number.

For Media Deliveries Only

A copy of the signed packing slip must be placed on the outside of each carton and POD will only be signed as per case counted not by units counted. If the POD states there are 18 cartons delivered then it will be signed for 18 cartons and not for the units inside. Any discrepancies will be communicated via email within 14 working days. Please note failure to adhere will result in deliveries being rejected.

Packing slips and delivery dockets must be signed by the Driver and Costco employee before departure.

Seal

Truck and or trailer seals can only be broken by a Costco depot or receiving employee. If the seal is broken or tampered with, Costco may reject the delivery.

Invoices

Only one invoice is to be assigned to a Purchase Order. We cannot accept multiple invoices against a Purchase Order.

Do not send invoices with any delivery.

All invoices MUST be sent to the following mail address or emailed to:

Accounts Payable
Costco Wholesale Australia
PO Box 7196, Silverwater, NSW, 2128, Australia

Email: accountspayable@costco.com.au

Should any delivery not meet the above guidelines, please contact the Buying Department immediately and before delivery.

General Health & Safety Guidelines

Introduction

All of us at Costco Australia see our members, employees and vendors as our most valuable assets, and are committed to ensuring the health, safety and welfare of all.

Your Responsibilities

While on Costco sites you have a responsibility to:

- Act and work in a safe manner at all times
- Follow all Costco's instructions, policies & procedures
- Comply with all known health and safety legislation
- Report any near misses, incidents or injuries

Dock Lock / Pitbull

Our docks use a dock lock and light system to assist with safety.

Do not reverse into or pull out of a dock when the dock light is red. If there is no light showing on the dock then you must treat it as though it is red. Notify management if this situation occurs.

Wheel Chocks

It is the responsibility of the driver to ensure that wheels on the truck and/or trailer are chocked.

If your truck and/or trailer is not able to be secured with the dock lock system then it must be double wheel chocked.

Costco will not load or unload a delivery if the vehicle is not chocked.

Keys

As a safety measure to avoid your vehicle or trailer moving or to prevent driver's pulling out prior to vehicle being released, vehicle keys are required to be surrendered to Costco. You will be required to hand your keys to Depot or Receiving employees.

Keys will remain in the possession of Costco until your vehicle has been released by Costco.

Sign In / Out Register

When on site you will be required to sign in and out, upon signing in you acknowledge:

- That you have chocked your wheels
- That you have surrendered your keys
- The time you arrived on site.

Once your vehicle has been released, Costco will hand you back your keys and any freight documentation. You will be required to record your sign out time in the sign in – out register.

During Loading & Unloading

Whilst your vehicle is being loaded or unloaded, you must wait in the driver safe zone. This will be an area within the Depot or Receiving area and may differ between Costco sites. You are required to be present and visible during this process by the forklift driver. If you need to leave the designated waiting zone you must advise staff, loading or unloading will not commence unless you are back.

No persons are allowed to be seated or sleeping in the vehicle or cabin during loading or unloading.

If you need to talk with the forklift or EPJ driver, signal your intent to approach them and then wait until they have stopped moving and the path is clear.

Once Costco has finished loading or unloading your vehicle, your keys will be returned to you.

Prior to departure

- Ensure that your load is secured or restrained
- Collect and/or complete paperwork
- Only ever pull out of the dock when the dock lock light is green. If the light remains on red report to management immediately
- Once away from dock, secure your doors.

Pedestrian Safety

Truck & delivery drivers need to be aware that employees, forklifts, contractors, visitors and members of the public can be present in the receiving dock area. Some Costco sites have designated painted yellow and white pedestrian paths, parking is not permitted on these paths.

Vehicles must give way to pedestrians.

Vehicle drivers must not allow pedestrians to walk alongside vehicle when it is moving.

Drivers must adhere to signage, road / floor markings and speed limits.

Incident Notification

In the event of an incident including but not limited to:

- Damage to plant & equipment,
- Sustaining an injury,
- Involved in an accident,
- A near miss or identifying a hazard.

You must notify Costco Management and you will be required to complete a Costco Incident Report Form.

All incidents are investigated and you may be asked to participate in the investigation if required by Costco.

Emergency Procedures

All Costco sites have an evacuation procedure and there are nominated people in each site that are specifically trained to take charge in the event of an evacuation. During an evacuation you must follow their instructions.

In the event of an emergency, you may hear an alarm or announcement.

Whether or not an alarm or announcement sounds, if an emergency situation occurs, you should, where possible:

- Warn others in your immediate vicinity, **but only if safe to do so**
- Leave the building by the nearest and safest exit quickly and calmly
- Remain in the assembly area unless you are instructed to do otherwise by the Chief Warden
- You must follow all instructions given by a Fire Warden or supervisor
- Do not re-enter the site until the all clear has been given by the Chief Warden

First Aid

All Costco sites have a number of trained first aid responders and First Aid equipment.

If you require first aid please contact the nearest Costco employee to summon help.

Drugs & Alcohol Free Workplace Policy

Costco is dedicated to ensuring a safe, efficient, drug and alcohol free working and shopping environment.

Under no circumstances are alcohol and non – prescribed or illicit drugs to be bought onto or consumed on our premises. This excludes any stock listed on a Costco delivery manifest.

Smoking

Costco has a legal requirement to protect its employees, members, visitors and contractors from the harmful effects of tobacco smoke in the workplace.

Smoking ***is not permitted*** inside of any of Costco buildings.

Protecting Our Environment

Spills

All spills must be contained – Spill Kits are available please contact the nearest Costco employee for assistance

Nothing is to be washed down storm water drains

Waste

Dangerous goods and hazardous substances must not be disposed of in normal waste bins. Check EPA requirements or seek assistance from the nearest Costco employee.