



Dear Customers,

It is ABA's policy to comply with all laws and regulations that apply to our business, and so with consultation from the Victoria Police Road Safety Task Force, we have developed a structured response to deal with road safety and in particular, fatigue issues.

Under chain of Responsibility legislation, everyone in the supply chain must take 'reasonable steps' to prevent driver fatigue and ensure a driver does not drive a heavy vehicle while impaired by fatigue – an approach consistent with existing Occupational Health & Safety (OH&S) laws.

ABA's structured approach includes:

- **Allocation timeslots for individual trucks**
By defining time-slots for individual trucks, the driver will be able to time their arrival more accurately and need not be concerned about having to secure an early place in a long line up.
- **Providing time slots that allow adequate time to process the truck.**
The time taken to process individual trucks depends on factors such as sampling /classification requirements, location of stocks, special customer instruction, awaiting instruction for problem loads etc. ABA will take into account these factors when determining the length of time-slots that will be allocated for individual orders.
- **Providing information about truck parking areas close to the ABA terminal.**
Truck driver must obey the road laws and park accordingly. Under this new time slot arrangement trucks will need to arrive at the terminal no earlier than 30 minutes before their allocated slot and no later than their allocated slot, so within a 30 minute window. ABA does not provide a truck parking lot but will continue to keep drivers and customers informed about parking issues around the terminal.
- **Permitting the reasonable use of the amenities for truck drivers.**
At ABA we have always made our amenities available for the reasonable use of trucks drivers during terminal operating hours, and we shall continue to do so.

Commencing for the 9th of February 2009 these will be the arrangements for all Receivals into the ABA Melbourne Terminal:

1. Carriers need to contact ABA to book timeslot's. Timeslots will only be booked up to 3 days in advance, and it is advised that you try to book slot as early as possible.
You will need to contact Andrea Warren on 03 9680 6277 or 03 9680 6223.
2. To secure a booking you will need to have the following information ready:
 - *Clients Order No.
 - *Name & Contact Phone No.
 - * Estimated time of arrival, (it is advised that you over estimate to reduce the risk of missing your booking)
3. ABA will than issue booking no. for each individual slot.

Drivers will need to provide:

When drivers arrive at ABA they will need to have paper work showing the follow.

- ABA unique booking number (provided when timeslots are booked)

- Clients order number.
- Other necessary documents, such as vendor declaration, as required

Please note: If this paperwork is not supplied, drivers may be asked to pull aside until the correct paperwork is available.

Notes to remember:

- At all times shipping operations have precedence over other terminal operations. This may result in re-scheduling of deliveries or delays in discharging trucks.
- At the terminal trucks will generally be attended too in the order of bookings, at any time ABA can choose to bring a truck forward for operational efficiency.
- Please allow approximately 1.5 hours turnaround from arrival (We endeavour to process deliveries a lot quicker but from time to time there are unexpected delays)
- If a timeslot is unavailable ABA will then provide you with the closest possible.
- Where a truck is likely to miss a timeslot, the carrier or driver should contact ABA as soon as possible to discuss whether alternative arrangements can be made to accommodate the truck. If a timeslot is missed, the truck will not be able to tip off until another time can be allocated.

Trucks turning up at the terminal after a timeslot is missed will be turned away.

- If we are unable to unload a truck within the designated time-slot we will contact the marketer to discuss alternative arrangements.
- To maximise terminal efficiency timeslots for any marketer may be restricted to certain hours. When this occurs, ABA will liaise with the marketer in advance.
- The marketer needs to ensure that their carrier is aware of the need to book timeslots and of any conditions.
- Trucks waiting to enter the terminal should park in designated parking areas outside the terminal – see map attached – and not on vacant land adjacent to the terminal. Drivers who park illegally may be fined. ABA accepts no responsibility for drivers being fined for illegal parking. This includes trucks facing the wrong way on the wrong side of the road and in non-designated parking areas.
- The amenities at the terminal are located at the rear of the main office. Truck drivers who abuse the facilities shall be permanently excluded from the ABA terminal.
- Truck drivers are required to wear Hi visibility clothing and protective footwear whenever they are outside of their truck on ABA property. Unenclosed footwear such as thongs or sandals is not permitted.

Should you have any queries regarding this procedure please contact ABA Operations Manager Mr Glen Collison or the Terminal Supervisor Ali Abdou on (03) 9680 6200

Simon McNair
Chief Executive Officer

