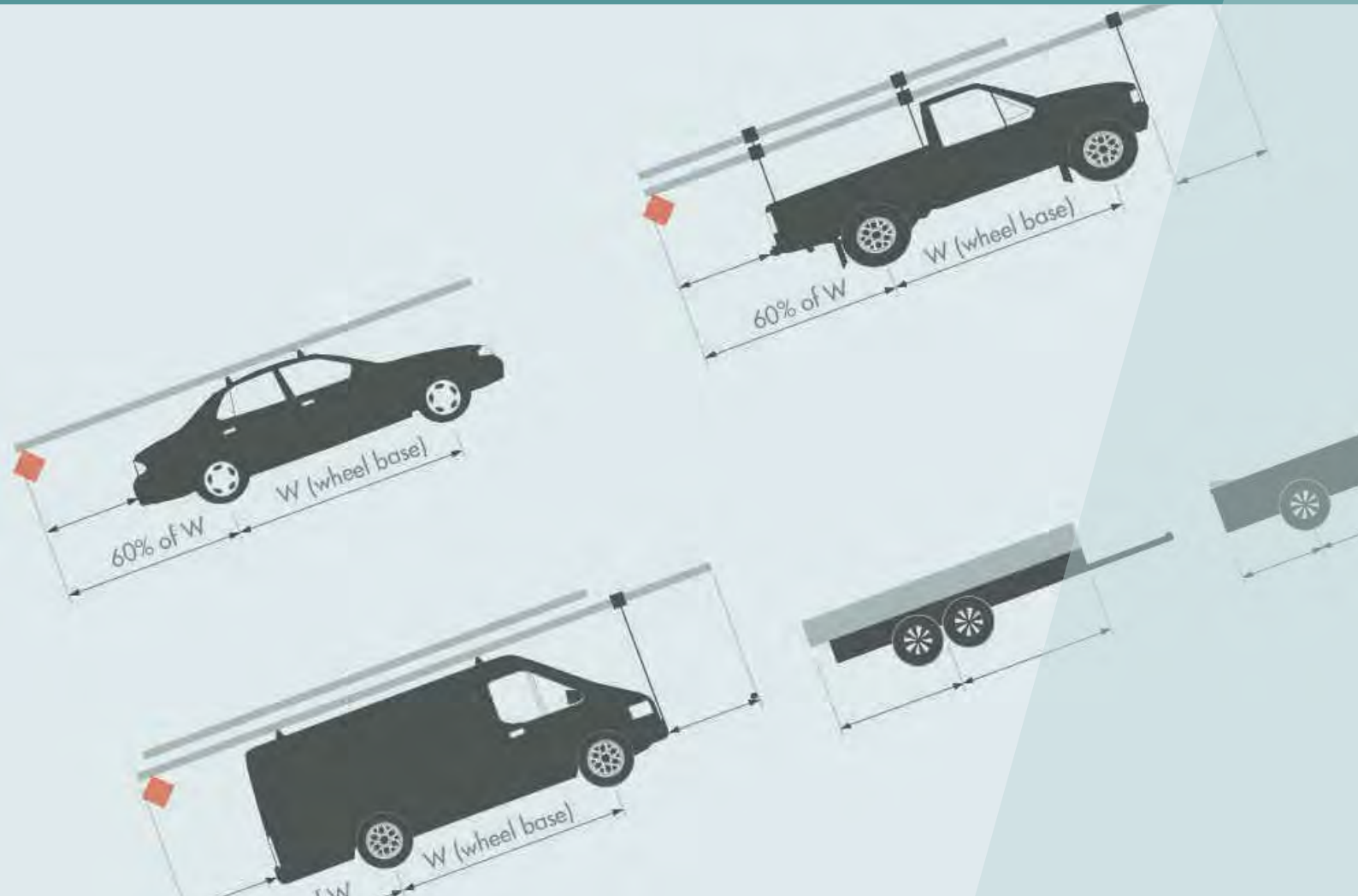


# CUSTOMER PICK UP

## TRANSPORT SAFETY GUIDE



MAY 2023

# CUSTOMER PICK UP

## TRANSPORT SAFETY GUIDE

This Transport Safety Guide provides information on state regulations and site requirements for transport of products from Metroll sites.

This guide applies for customer collected goods that are transported by road and restrained to the minimum standard designed to meet the Australian Load Restraint Performance Standards.

### 1. SITE REQUIREMENTS

- Metroll sites may require you to wear PPE whilst on site. Each location will have specific requirements that must be followed. PPE may be loaned for the duration of picking up goods and must be returned before leaving site.
- Metroll personnel have the right to refuse to load inappropriate vehicles or load combinations.
- Customers must stay with their vehicle at all times and take direction from loading staff.
- Customers unable to restrain products to their vehicles from the ground must use appropriate available height safety equipment to safely conduct the task.
- Customers must observe all site speed limits, traffic signs and staff directions.
- Alternative arrangements for delivery may be arranged and may incur a fee if the vehicle or equipment is inappropriate for the load.
- In the event of an emergency or evacuation customers should stay within the customer pick up area where safe to do so and await instructions from Metroll staff.

### 2. CHAIN OF RESPONSIBILITY (CoR)

Under the chain of responsibility laws, all parties who have control or influence over the transport task are deemed responsible for complying with and for breaches of the laws.

**Any party who has control in a transport operation can be held responsible and may be legally liable.**

For more information refer to the National Transport Commission website at [www.ntc.gov.au](http://www.ntc.gov.au) or contact your local state Road and Transport Authority.

#### CUSTOMER REQUIREMENTS

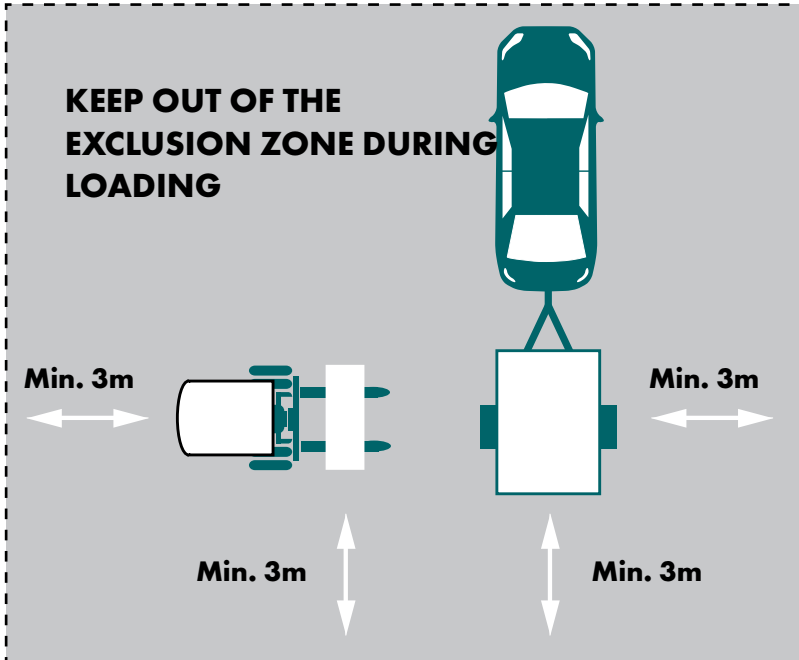
- Apply the necessary load restraint as listed in Table 1 on Page 7 of this brochure.
- Ensure the vehicle is suitable for the mass and dimension of the product to be transported.

#### LOADER REQUIREMENTS

- Ensure all products are appropriately packaged.
- Ensure products are within the legal mass and dimension limits of the vehicle.
- Provide guidance to the customer where required to ensure adequate load restraints are applied.

### 3. LOADING EXCLUSION ZONES

- Customers must **stay in the designated safety area** whilst being loaded by a crane or forklift. The customer must remain outside of the exclusion zone until loading staff have given the all clear to enter the area.
- Where lightweight products are hand loaded, customers are permitted to remain with their vehicle.



**THE EXCLUSION ZONE APPLIES TO ALL TYPES OF CUSTOMER PICK UP VEHICLES I.E CARS, UTES, VANS, TRUCKS & TRAILERS**

**STAY IN THE DESIGNATED AREA**

### 4. LOAD REQUIREMENTS

#### ROOF RACK CAPACITIES

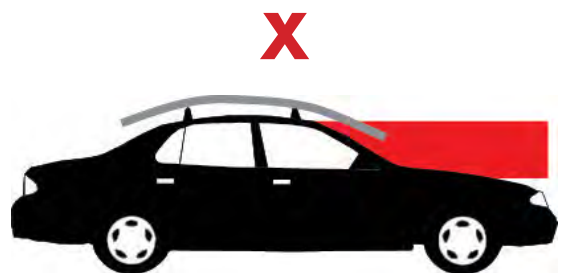
- Vehicles must not be overloaded.
- Unless the driver has written verification of the rack and vehicle limits, the safe loading limits are:
  - 40 kg for sedans, vans and wagons
  - 100 kg for utes with trade racks
- Written verification of acceptable higher weights includes:
  - load rated stickers on roof racks,
  - paperwork received with the roof racks,
  - information in the vehicle handbook,
  - information from the supplier website,
  - engineering certificates.

#### OVERHANG REQUIREMENTS

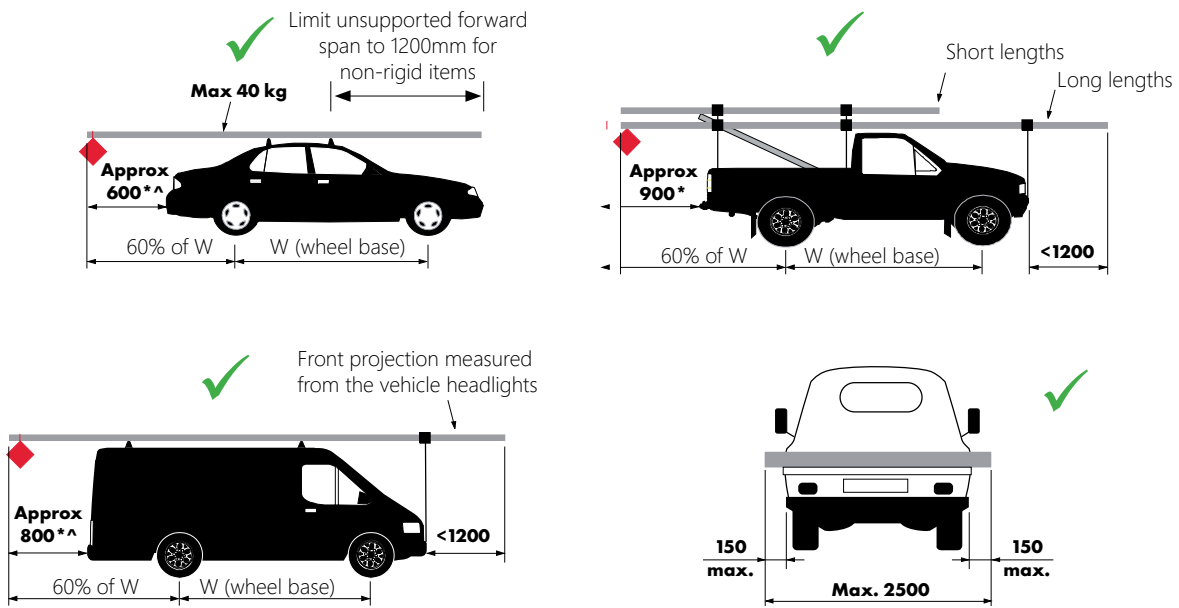
- The **driver's visions must not be obstructed.** Projections/overhangs that are deemed dangerous are not acceptable **even if within the limits of the diagrams in this brochure.**
- For day time travel, a minimum 300mm square bright flag **must be used on any overhang that is not easily seen.**

#### FLEXIBLE PRODUCT LOADING

**The driver's visions must not be obstructed.**

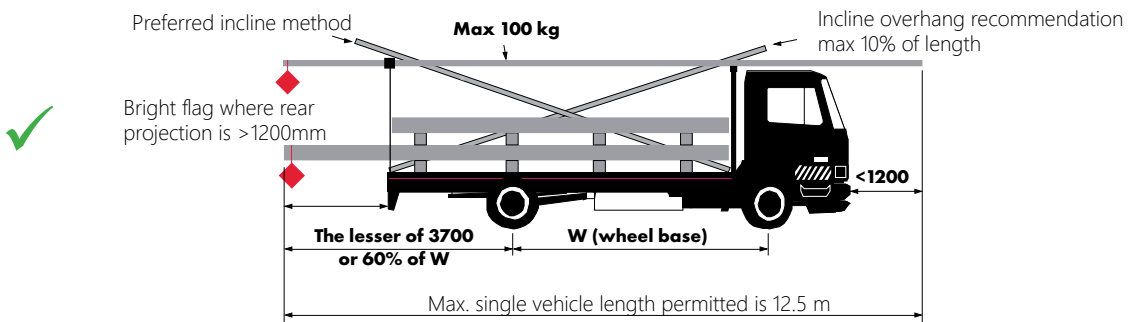


## RIGID PRODUCT LOADING - ALL STATES

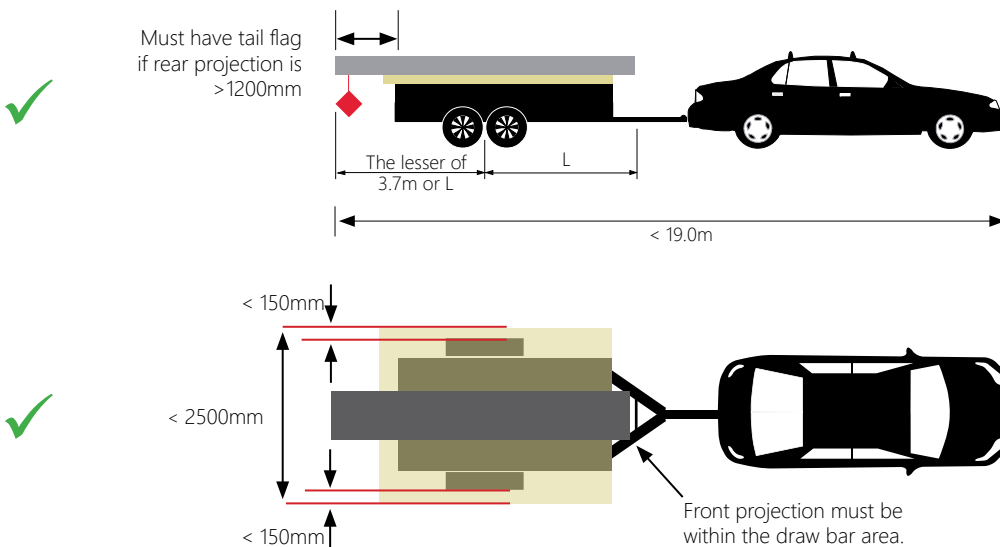


\* Guide Only - Not governing dimensions. Check vehicle wheel base to determine permitted legal rear overhang.

<sup>^</sup> Applicable in WA only, maximum length of product protruding from vehicle is 1200mm from the end of the vehicle and at no time must the rear projection beyond the vehicle's rear axle exceed 60% of the wheel base.

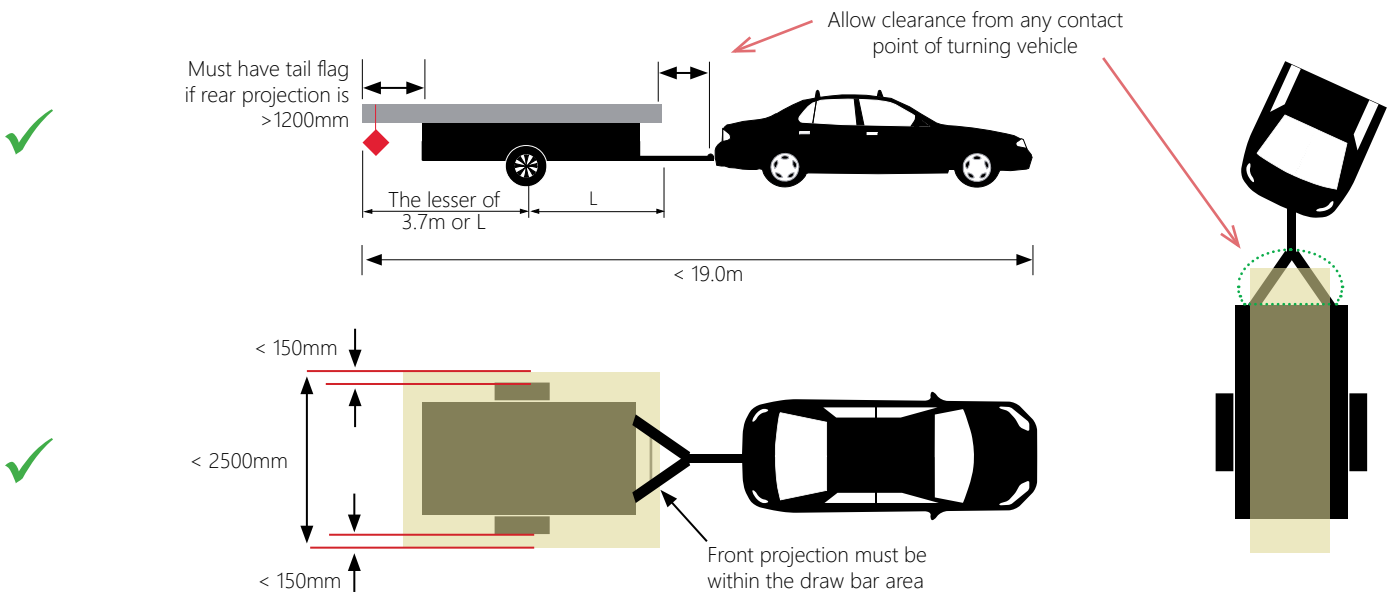


## WA/SA TRAILER PRODUCT LOADING

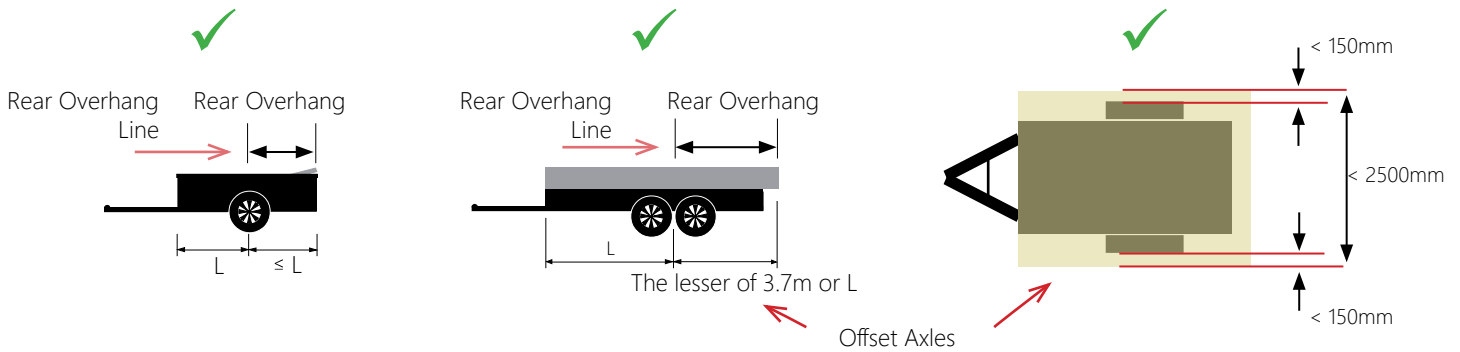


**NOTE**  
Towing a trailer does not change the amount of rear projection that is permitted on the tow vehicle.

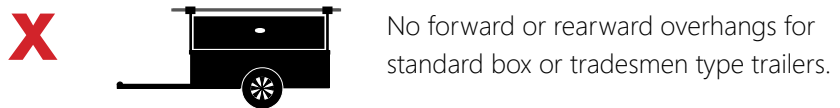
## NSW/QLD TRAILER PRODUCT LOADING



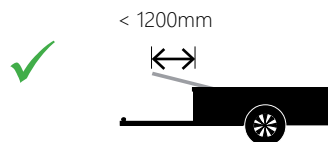
## NT/VIC/TAS TRAILER PRODUCT LOADING



## NT/VIC SPECIFIC TRAILER PRODUCT LOADING



## TAS SPECIFIC TRAILER PRODUCT LOADING



### NOTES

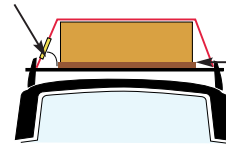
The rear overhang of a trailer must be the lesser of the front load carrying area or body ahead of the centre of the axle group (L) and 3.7m.

Towing a trailer does not change the amount of rear projection that is permitted on the tow vehicle.

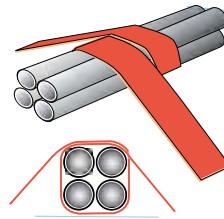
## 5. LOAD RESTRAINT REQUIREMENTS

- **Loads must be restrained to prevent unacceptable movement during all expected conditions of operation.** In particular the load must be restrained to be able to resist specific forces in different directions of movement. Refer to the National Transport Commission - Load Restraint Guide.
- **Metroll personnel have the right to refuse to load** any vehicle if they are not satisfied with the integrity of the load restraint equipment.
- Minimum 2 lashings per stack or 1 lashing per 1.5 m along the load for lightweight packs e.g. roofing.
- Round loads must be belly wrapped and may require extra lashings.
- Product contained within a ute/trailer must have loads centre of gravity sitting under the side of the ute/trailer.
- **No steel on steel contact.** Place products on timber, rubber or other high friction surfaces.
- **DO NOT use occy straps or flexi straps.**

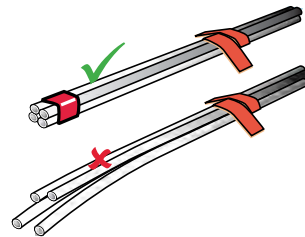
**Check the Lashing Angle, the more upright = the more secure.**



**Timber fixed to roof rack increasing friction under product.**



**Round and loose loads require belly wrapping and extra restraints to prevent loads from spearing.**



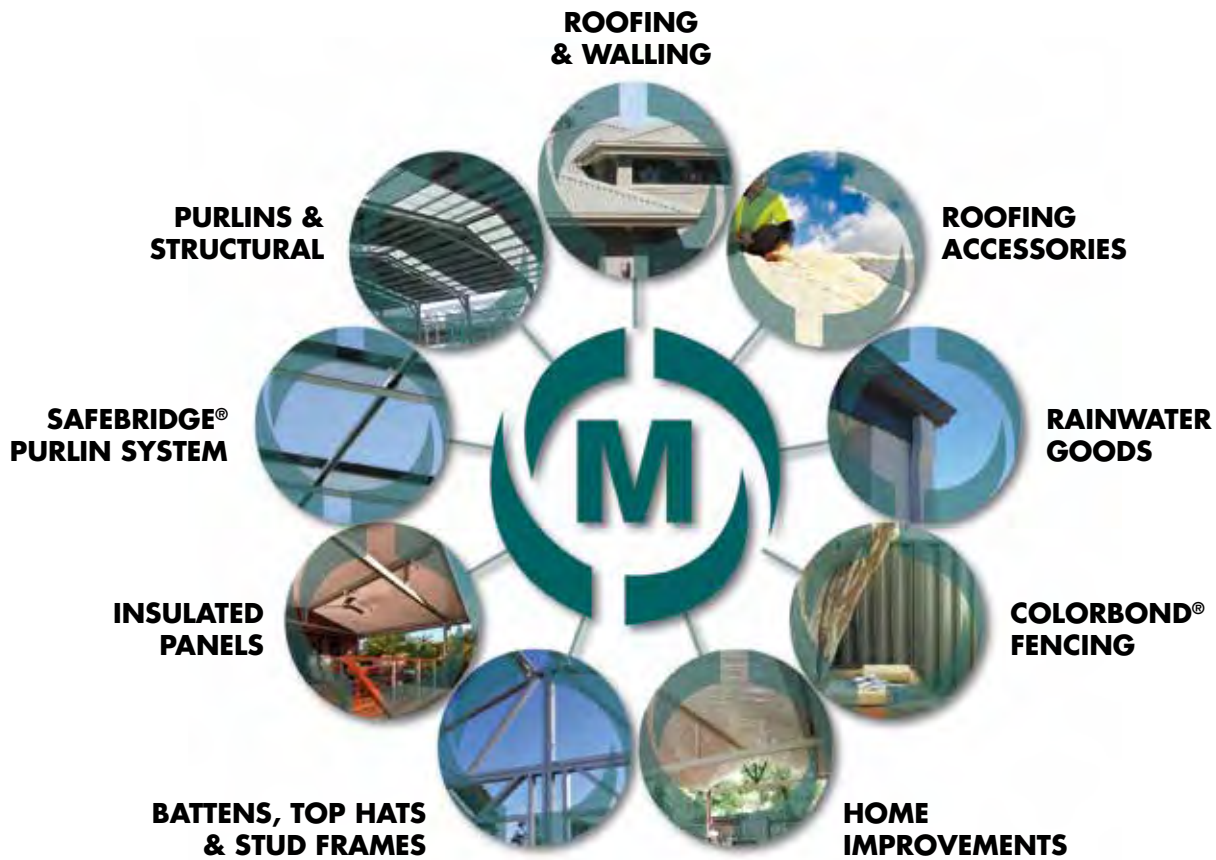
**Never leave extended loads loose. Always secure ends FRONT AND BACK.**

**TABLE 1 - MAXIMUM MASS PER LASHINGS** (Restraints at pre-tension and  $u = 0.4$  min.)

LASHING ANGLE TO HORIZONTAL	HAND TIGHT WEBBING	10 - 12 mm ROPE (SYNTHETIC)*	25 mm RATCHET WEBBING	35 mm RATCHET WEBBING	50 mm RATCHET WEBBING
60° to 90°	52 kg	85 kg	170 kg	430 kg	510 kg
45° to 60°	46 kg	70 kg	140 kg	350 kg	420 kg
30° to 45°	30 kg	50 kg	100 kg	250 kg	300 kg
15° to 30°	15 kg	25 kg	52 kg	130 kg	150 kg

\* Single high capacity. Non preferred lashing type.

Can we assist with any additional  
Steel Building Products?



**QLD**

Cairns 07 4054 0888  
Townsville 07 4779 8266  
Mackay 07 4968 1255  
Rockhampton 07 4920 0900  
Bundaberg 07 4155 5999  
Toowoomba 07 4634 6144  
Sunshine Coast 07 5493 7872  
Brisbane 07 3375 0100

**NSW**

Lismore 02 6622 6677  
Tamworth 02 6765 4799  
Newcastle 02 4954 5799  
Sydney 1300 766 346  
Dubbo 02 6883 4800  
Wagga Wagga 02 5924 4500  
Canberra 02 6298 2777  
Albury 02 6043 6800

**VIC**

Sunshine 03 9480 3744  
Laverton 03 8369 8300  
Geelong 03 5248 2006  
Ballarat 03 5335 6416  
Pakenham 03 8710 9300  
**TAS**  
Hobart 03 6335 8555  
Launceston 03 6335 8555

**SA**

Adelaide 08 8282 3300

**NT**

Darwin 08 8935 9555

**WA**

Kalgoorlie 08 9024 1388  
Perth 08 9365 5444  
Bunbury 08 9796 9796  
Albany 08 9841 6966

**29 Metroll Branches Nationwide**

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[metroll.com.au](http://metroll.com.au)



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