



CUSTOMER ORDER PICK UP GUIDELINES

Everist Timber is committed to serving our customers in a timely and efficient manner while providing a safe and healthy environment for employees and customers.

With this in mind, you will be asked to adhere to the following guidelines to ensure your experience at Everist Timber and on the road is safe and hazard free.

Many products come in long lengths or may be too heavy for your vehicle.

To assist with safe transportation we offer:

- A docking to length service.
- A delivery service .

If you wish to collect your order from our yard please be advised that, in accordance with legislative requirements, we will use the following guidelines to ensure your vehicle is suitable to carry the goods.

- **Front and Rear overhang limits.** (See Vic Roads 'Rear Overhang Limits for Cars and Trucks in Victoria)

To reduce rear overhang, loads on motor vehicles may protrude up to 1.2 metres from the front of the vehicle.

Cars, trucks and utes: The maximum rear overhang is 60% of the wheelbase. (This measurement is from the rear axle).

The addition of a trailer does not allow a greater rear overhang on the towing vehicle.

Trailers: The load must fit within the carrying area or body. The load must not exceed the length of the load carrying area or the body.

The width of a load may only project 150mm from the outermost part of either side of the vehicle. However the maximum overall load width for any vehicle is 2.5 metres.

- **Weights.** The weight of the items you are picking up should not exceed the capacity of your vehicle or trailer.
- **Load security.** Everist Timber will prepare your order for pick up, appropriately wrapped and/or strapped as required for safe transportation. It's the customers responsibility to use suitably rated straps to tie down the goods.

A range of tie down straps and high visibility flags are available for purchase in store.

TRAFFIC FLOW, SAFE LOADING BAY AREA , EXCLUSION ZONES AND FORKLIFTS

- Please observe our traffic management plan (anti clock wise, one way traffic flow)
- You are welcome to assist with the hand-loading of products onto and into your vehicle. However, as soon as a forklift needs to become involved in the process you are to remain in our **DRIVER SAFE ZONE** . (Green painted box near the LVL rack) The store or yard team person will direct you to this zone.
- You are to stay a **minimum of three metres away from the forklift at all times** and within peripheral vision and audible reach of the forklift operator.
- Please listen to and follow instructions given by our staff.