



# Customer Delivery Information

QUEENSLAND

# INTRODUCTION

## Customer Delivery Information

PGH Bricks and Pavers™ are committed to meeting the needs of our customers and ensuring that our customers receive the best possible level of service. We not only pride ourselves on producing quality bricks and pavers, but we also want to excel in our level of customer service. PGH Bricks & Pavers™ have compiled this information brochure to assist you in answering some important questions that will help PGH™ maintain a delivery service that meets your satisfaction.

### Safety First

- The Health and Safety of all persons is paramount at all times.
- All PGH Bricks & Pavers™ drivers have been extensively trained in the use and safe operation of their equipment.
- Completing a delivery safely is dependant on site conditions. If, for any reason, the driver assesses the site and feels there is an unacceptable risk of injury to people and/or damage to property, the driver will at all times have the final decision on whether the delivery will be attempted.
- Should you have any questions or doubts regarding the delivery of your products, please do not hesitate to contact Customer Service directly on **(07) 3623 6053** or contact your Representative to discuss.



# HOW YOU CAN HELP US

Providing us accurate information regarding your site and its surroundings really helps. In order to assist PGH Bricks & Pavers™ in successfully delivering without delay, consider the following questions.

## 1. Site Address Details

- **Street Name & Suburb** – Please provide clear spelling of the street name and suburb.
- **Nearest Cross Street** - To help our drivers locate your site please provide the name of the nearest cross street, especially where your street may cross two or more other roads. Landmarks or “what to look out for” are also useful, especially in new sub divisions or on large main roads. Remember, our trucks are not small and it can be difficult to turn round or reverse out of a street, so providing useful directions is helpful.
- **Site Contact** – Please provide the name and contact details of the person managing the site. We may need to contact them prior to delivery or whilst on site so it’s important the details are correct and they are available. Also let us know whether it is a locked site so we can call the site contact to arrange access prior to delivery.
- **Latest delivery time** – We deliver up till 6pm (depending on availability of light) so please notify us of the latest time we can deliver to your site.

## 2. Where do you want the Product Placed?

Please provide clear site instructions on where you desire the products to be placed e.g. “around the back of site in far left corner”, “spread around site”, “on a slab”, “just in the front yard” etc. This information will also guide us in determining the best truck type to suit your requirements.

### Site Considerations

Our drivers will attempt to place your product as requested. The success of achieving this is dependant on site conditions such as ground stability, ground wetness, slope and steepness of site. The driver will assess each site and the health and safety of people and property will not be compromised.

- **Site Access and Obstructions** – Please ensure that access to where you want the product placed on site is clear of all obstructions. The images below show examples of site obstructions such as frames and trusses, brick packs and sand etc, but also include things like toilets, open trenches, trees and overhead powerlines.



Also ensure that you have the appropriate clearances for our equipment to pass through (refer to Our Fleet – Specifications and Capabilities). For difficult sites, a site inspection can be undertaken by one of our sales or transport staff, and recommendations made as to how best meet your requirements.

- **Silt Barriers & Fences** – It is illegal to remove silt barriers and this will not be done by PGH™ Transport. Our drivers are not authorised to remove fencing, so please ensure access is provided.
- **Council Kerb Crossing** – Delivery frequently requires driving over council kerbing. PGH™ Transport cannot accept the risk of any claims against damaged footpaths arising out of a routine delivery, and as a result the builder/owner will be asked to sign a damage waiver form.
- **Slab Deliveries** – No deliveries will be unloaded onto a slab (includes ground & 1st floor slabs) unless the customer has provided PGH Bricks & Pavers™ with a copy of an engineer's certificate. It is recommended that a copy be faxed to PGH™ prior to delivery, or a copy can be kept on site that can be handed to the driver. (Please refer to Our Fleet – Specifications & Capabilities).
- **Room on Site** – Our customer service staff will confirm the total number of pallets being delivered. Please ensure that you have enough room on site to accommodate. Our products will only be stacked at single height unless prior approval to double stack has been received & signed authorization is provided on the delivery docket (this is a WorkCover requirement).
- **Muddy Sites** – PGH™ Transport will not go onto muddy sites unless the customer agrees to be onsite during delivery and cleans up any mud. All efforts will be made to minimise mud being brought onto the roadway.

### 3. Street Access & Site Parking

Our trucks are big! They are all much larger than other trucks you may see entering & leaving your street. Please consider the following when answering whether a truck can enter your street and then park safely:

- What problems will the truck have turning into or exiting my street? (Remember our trucks are 19m long – approx 6 car lengths – and require a large turning radius.)
- Where can the truck safely park? (NOTE: Our trucks will always require one lane to park. For a forklift operation it is important that a second lane be available to unload the truck.)
- Are there parked cars on either side of the street restricting access?
- Is my street narrow and will through traffic be blocked by the truck?
- Is my street a dead end? (Will the truck have to reverse in or out and will traffic be blocked?)



*Inform us if the truck needs to reverse in or out and whether traffic is likely to be blocked.*

- Are there any parking restrictions sign posted near my site? These include:
  - No Stopping and No Parking zones
  - Intersections (with and without traffic lights)
  - Pedestrian and School Crossings
  - School Zones and Clearways.



**Traffic Control** – In any instance where the normal flow of traffic is impeded or blocked due to the delivery, traffic control will be required and it's the builder/owners responsibility to provide. The person providing the traffic control must be ticketed and authorised by the relevant governing body (Roads & Traffic Authority).



## 4. What time can I expect delivery?

Delivery times can be influenced by factors outside of PGH's control. With this in mind, PGH Bricks & Pavers™ offers three timeslots as a guide to delivery times:

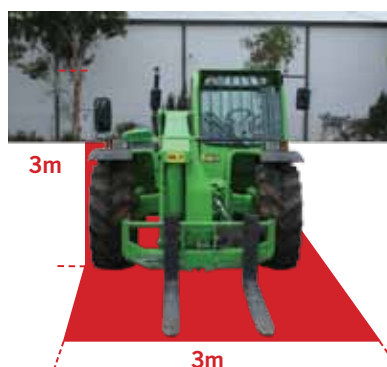
- **1st or Special 1st Load** – (7am to 10am). These are commonly full truck loads delivered to site by 7am. For deliveries having to meet special instructions on site such as “road clearway restrictions” please ensure we are notified so we can schedule accordingly.
- **2nd Load** – (10am to 2pm). Deliveries where no major road restrictions or site requirements exist. These are predominantly smaller loads with trucks having to make multiple drop offs.
- **3rd Load** – (2pm to 6pm). Last deliveries of the day. It is important that we are notified if the site is not open during these hours.

## 5. Our Fleet – Specifications and Capabilities

Our fleet consists of semi-trailers with a forklift arrangement or truck and trailer/dog with crane arrangement. Please review the following details regarding the dimensions and capabilities of each type.

- **Semi Trailer and B-Double with forklift arrangement.**
  - Length: 19 metres (approx 6 car lengths)
  - Width: 3 metres
  - Maximum load capacity will vary depending on product. To confirm, please ask customer service or your sales representative
- **Manitou Forklift**
  - Required clearance for forklift to pass through: 3 metres x 3 metres
  - Maximum weights: 2.6 tonne (unloaded) & 4.6 tonne (loaded)
  - Our forks are **NOT ALL TERRAIN OR FOUR WHEEL DRIVE** vehicles

**REMEMBER** – Please ensure access to site is clear of all obstructions (trusses, frames, toilets, trees, open trenches etc) as this will enable your delivery placement to occur with minimal fuss.



## 6. Cancellation of a Delivery

It is the builder/owners' responsibility to cancel or delay a delivery due to a site issue. Wet weather and muddy sites are a major cause of cancellations. We cannot predict the condition of your site, so please consider the following regarding cancellations:

- Deliveries booked for first loads are pre-loaded the evening before and depart our yards as early as 5:30am in order to be on site at 7am. Should you need to cancel a first load, it is important we are notified prior to departure. If the vehicle has left the premises prior to the cancellation request charges will apply (refer to "Refused Deliveries" in the Cost of additional services requested of PGH™). To cancel first load deliveries, call the Customer Service number – **(07) 3623 6053**.
- For other deliveries we recommend you provide as much notice as possible. No charges will be incurred provided the delivery is cancelled prior to the loading of the truck.
- Contact the following number providing your name and contact number and address details of the delivery.
- Customer Service number – **(07) 3623 6053**.

**NOTE:** For outside of normal hours (before 7am or after 5pm) please ensure you follow the prompts leaving a message for the Transport Department. Ensure you clearly state your name, contact number and site address details.

## 7. The cost of additional services requested of PGH™

- **Refused Deliveries** – If a delivery is refused by the customer on the agreed date, the customer will incur the cost of returning the bricks to PGH™. Cartage charges will be invoiced accordingly by Customer Service.  
Please note the customer is responsible for cancelling a load prior to delivery especially when the weather or site conditions are unsuitable to accept the delivery of bricks.
- **Minimum Order Delivery** – A minimum cartage charge will be applied for order quantities of less than 1,000 bricks or pavers. For minimum cartage rates, please contact Customer Service on **(07) 3623 6053**.
- **Demurrage** – Excessive waiting and/or unloading time shall be charged to the customer at an hourly rate, charged in ¼ hour increments. The hourly rate can be obtained from Customer Service on **(07) 3623 6053**.  
**NOTE:** For a full load the estimated unloading time is 1 hour. For deliveries less than a full load, the estimated unloading time is 30 minutes plus 3 minutes per pallet unloaded.
- **Movement of Bricks** – Requests for the movement of bricks at site or from one site to another is subject to the availability of transport and will incur an hourly rate. A minimum charge of 3 hours will apply. The hourly rate can be obtained from Customer Service on **(07) 3623 6053**.

**NOTE:** PGH™ will require the provision by the customer of a separate order before undertaking any of the above requests.

## 8. How do I get my empty pallets picked up?

- Call the Pallet Collection number which is **(07) 3623 6053**. Our customer service representative will record your details. Alternatively, you can fax a pick up request to **(07) 3623 6050**.
- Allow up to 5 working days for Brisbane and surrounding metropolitan areas and up to 10 working days in regional areas for your pallets to be picked up.
- Prior to requesting a pick up please ensure the following:
  - Provide an accurate number of pallets to be picked up.
  - Pallets are to be totally empty (we will not remove bricks or waste).
  - Pallets are stacked in one area, preferably at the front of the site (not on the nature strip as you may be fined by the council).
  - Do not mix PGH™ pallets with pallets from any other company.
  - Pallets can be accessed without having to remove fencing.
  - Pallets are not thrown into the rubbish pile.

Our collectors will **NOT** lift pallets over trenches or other obstructions. The collectors can refuse a pick up if they assess the site and conclude that it may be unsafe to retrieve the pallets. If this occurs you will be notified and a new request for pick will be generated and the waiting period will start again.



- Pallets buried under rubbish
- Pallets NOT totally EMPTY
- Unsafe access for collectors (wet & uneven ground)
- Pallets scattered & not stacked in a neat & easily accessible pile



- Pallets neatly stacked at front of site (not on nature strip)
- Easy access for pallet collector to pick up
- All pallets are PGH™ property



(07) 3623 6053

[www.pghbricks.com.au](http://www.pghbricks.com.au)

BE SURE WITH  CSR

The CSR logo consists of the letters 'CSR' in white, bold, sans-serif font, centered within a red square.