



November 2022

To our *valued* Timco Customers,

### Re: Changes to your 'pick up' process when loading stock from the yard

Poorly secured and loose loads can be dangerous, and sometimes fatal, to you and other drivers on the road. It is an offence under the SA Road Traffic Laws if your load is not properly restrained and is at risk of falling from your car, truck or trailer. Secure restraint of loads on vehicles is important in preventing accidents and injury to people.

#### What is the Chain of Responsibility (CoR)?

- It's a nationally legislated program of compliance and enforcement;
- And aims to improve safety and reduce risks within the road transport industry;
- Any party in the chain who has the capacity to **influence and control** the transport activity is responsible for the safety of transport activities; and
- Extends liability to all parties who by their *actions, inactions or demands*, **exercise control or influence** over the entire supply chain.

*Effective as of now*, all customers will need to adhere to Timco's Load Restraint practices by remaining compliant of the chain of responsibility laws under the road transport legislative and regulatory requirements and ensuring a safe environment to workers, other road users and the general public. This allows us to take reasonable practicable steps of eliminating or minimising the risk of injury and accidents to general public and property.

Everyone within the supply chain is responsible for meeting compliance. According to Chain of Responsibility laws, every means not only responsible but **liable** if a safety breach occurs due to poor load restraint – so it's best to know how to restrain your load, and make sure everyone else knows too! Therefore; all our customers, and/or their drivers or other representatives, **must take reasonable steps to ensure:**

- they choose a suitable/right vehicle or trailer that meet the road law legislation when picking up your goods from our yard;
- the load does not exceed vehicle mass or dimension limits;
- the load does not cause the vehicle to exceed mass limits;
- use of safety flags, always;
- the load is placed in a way so it does not become unstable, move or fall off the vehicle;
- their vehicle(s) are roadworthy and roof racks are not old or frail or faulty;
- suitable restraints and/or tie down equipment are used which are 'rated' to meet Australian Standards and being of good working order; and
- regular checks of your restraints when driving in traffic;

Legally you have to restrain your load. Load restraint laws require you to meet a certain standard when restraining your load. Failure to meet this standard will result in penalties, fines, and perhaps even worse if someone gets hurt as a result. Customers and/or their representatives, who fail to meet their responsibilities, as detailed above, *may be refused their goods on pick up*.

It's important to note that different loads should be transported differently. Here is a general check our customers you can do, but the way you carry a load will depend on the load itself. We recommend our customers to:

- Bundle similar items together, in a more stable single unit;
- Use restraints when packing wooden boards; anti-slip matting prevents items from sliding, especially long items;
- Ropes can be difficult to keep tight across your load. When available use webbing straps as they can be more effective and are simple to use;
- Webbed nets and/or tarpaulins may be used to restrain lighter items;
- Loose sheets of building materials may be restrained by fitting them tightly in car trays or trailers, and then securing them properly with restraints;
- Most headboards and loading racks aren't strong enough to fully restrain heavy loads;
- Fill spaces and gaps between packs of timber- with other items and make sure these are restrained as well.



We understand that everything has to line up for our customers – the right materials, at the right time, place and price. Our team works hard to ensure all timber orders run smoothly and our aim is to deliver value from start to finish.

We sincerely hope our customers recognise the importance of this letter to you; with the aim of compliance outlined in our chain of responsibility obligations. We certainly do not wish to lose you as a valued customer and I am confident that any future visits to any of our branches will better reflect our commitment to customer satisfaction and service.

Feel free to contact me on 0413 834 125 if you wish to discuss any further issues or concerns and/or provide any feedback to better implement the above changes. ***We appreciate our customer's patronage!***

Yours sincerely,

Ben Easom  
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