



## SOP 1

### DA Standard operating procedure (Drivers)

1. Driver receives confirmation from OSM that they have been rostered for the following day.
2. Driver performs vehicle checks prior to arrival at site, ensuring vehicle is free from faults and hazards and is road worthy.
3. Driver is expected at site to load, drivers are asked to arrive 15 minutes prior to wave time.
4. Upon arrival the yard Marshall will communicate with the driver and allocate them to the loading area/bay where the driver will then load.
5. At the loading areas the driver will exit the vehicle and locate the loaded trolleys that have the contents of the daily route, for the day.
6. Any discrepancies or damages parcel, the driver will inform the OSM who will speak to the on-site customer team to resolve.
7. When the DA has loaded their vehicle, they should return the trolley into the warehouse and then proceed to get back into their vehicle making sure all doors are secure.
8. Once loaded and ready to go the yard Marshall will notify the driver when they can leave the site.
  
9. In any event on the road when a driver may have a road traffic collision please follow the policy 2.23 Accident and emergency, and complete the relevant form which will be provided by the OSM.
  
10. For service hours and pay please refer to service hours and pay policy 1.7