

# Standard Operating Procedure

**Procedure Topic Name:** Driver's Checklist  
**Department:** Operations  
**Approved By:** Brendan Tate - GM

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## DRIVER CHECKLIST

1. If a driver cannot make a delivery or pick up for an allocated booking or timeslot they are to advise operations manager immediately of any failed booking or timeslot.
2. Any delays in traffic must be reported to the fleet controller immediately.
3. GPS devices must not be tampered with and be plugged in at all times, failure to comply will result in the termination of the contract.
4. If a driver is asked to wait more than 15 minutes at any given delivery or pickup, unless specified on the consignment note or paperwork, they are to advise fleet allocator immediately.
5. If a driver encounters an accident or any heavy traffic that will affect deliveries or pickups they are to advise the fleet allocator immediately.
6. If a driver is asked to perform any work outside the scope of usual duties I.E; excess hand unload, using equipment such as forklifts or MHE on the client's site, they are to advise fleet allocator immediately.
7. If a driver is asked to load a pallet or skid that the driver deems unsafe the driver is to take a photo and send it to fleet allocator immediately and await further instructions.
8. All delivery paperwork and consignment notes are to be signed by the receiver (Full Name and Signature where applicable)
9. If the pallets are stamped with **RED "Pallets Must be Exchanged"** the driver must document the number of pallets exchanged. If they return zero the paperwork must reflect zero returned.
10. All run sheets are to be filled out correctly and in full.
11. All vehicles and trailers must be presentable when working for Freight Assist Australia
12. Note that all drivers must have a mandatory 30-minute break if working over 5 ½ hours
13. Failure to adhere to any of the rules as outlined above will result in disciplinary action or termination or the contract.

Further training will be provided to individuals who requires further clarification with any of the above.

