

Customer Depot Collection Instructions

Please find enclosed the Highlander International Recycling loading instructions for all material collected from our operations (incl. Site Rules & Regulations)

Hours of operation (Unloading takes place as follows)

Monday to Thursday: 7am - 4pm

Friday: 7am - 2pm

On occasion unloading may take place out with these times, but only with prior agreement.

Documentation

Every load must be accompanied with the relevant documentation, including the following information as a minimum:

- Highlander collection reference.
- Mill reference.
- Customer name.
- Grade specification.
- Vehicle transfer note (UK movements)
- Annex vii (International movements)

Booking in

It is the responsibility of the haulier to ensure that all loads are booked with Highlander prior to collection by calling/emailing either:

01355 524215

Quality & Logistics Manager: Lewis Bingham (lewis@highlanderinternational.co.uk)

Weighbridge: Margaret Bingham (margaret@highlanderinternational.co.uk)

It is vital that drivers, either collecting or delivering, arrive on time for their allocated booking slot (if applicable). If there are any delays, please inform Highlander as soon as possible.

Note: Drivers arriving at Highlander without a confirmed collection reference may not be loaded if all the booking slots for that day are already allocated. Highlander cannot be held responsible for any costs incurred by hauliers who have not complied with the requirements of our booking in procedures.

Vehicles/sheeting/strapping

For all loads collected in curtain-sided vehicles, the material must be secured with a minimum of 16 internal straps (8 per side). Sheets, curtains or straps must not be removed until after the lorry has reached the final unloading point and been instructed to do so by the clamp truck driver.

Safety

The health and safety and welfare of all personnel will take precedence over all other issues.

Any dangerous conditions. Incidents or accidents of any kind must be reported immediately to the Highlander personnel responsible for loading or unloading the trailer, they will then contact the appropriate manager to assist.

All drivers must read and sign to confirm they understand the site rules for recovered paper collections or deliveries when requested to do so. These must be followed at all times or the driver risks permanent removal from the site. Any costs incurred by the removal of any driver from the site as a result of non-compliance with the site safety rules cannot be attributed to Highlander International at any time.

Whenever the vehicle is left unattended, switch off the ignition, apply the handbrake, remove the keys and keep them in your possession.

High visibility clothing/ safety footwear

All drivers must wear high visibility jackets/waistcoats and safety footwear at all times when on-site. Any driver who refuses to wear the appropriate PPE will be asked to leave the site and all costs incurred, either by delay in loading or non-loading, will be borne solely by the haulier at all times.

Fire

On hearing the fire alarm, drivers must leave their vehicles and report to the Highlander International depot personnel who will escort them to the relevant fire muster point. On no account should drivers return to their vehicles unless instructed to do so by Highlander personnel.

- Remain calm and make your way to the assembly point at the "Visitors CarPark" off Linwood Avenue (signposted)
- Wait for further instructions from our 'Fire Marshal' Steven Hood (Warehouse Supervisor)
- DO NOT RE-ENTER THE BUILDING UNTIL YOU ARE TOLD IT IS SAFE TO DO SO.

Restricted Areas

Drivers must not walk/wander or congregate around any part of the site within the main gates unless instructed to do so. There are no 'Safe Places' to stand. They must stay in their cab unless otherwise instructed.

No smoking

Drivers must NOT smoke on site. Drivers found smoking will be sent off-site immediately and banned from future collections and deliveries.

Speed Limits

All site speed limits and road markings must be adhered to at all times (15 mph along approach road, 5mph within yard).

Passengers

No passengers, children or animals are allowed on site.

Unloading and loading operations

Where applicable, drivers are responsible for attaching and removing all sheets, straps, curtains or tarpaulins as appropriate to the operation in question.

For loads delivered to Highlander, before removing curtains, loads are to be inspected by visually looking at the curtain appearance to verify there is no hidden unsafe conditions e.g Curtains bulging. Should the load seem to or be deemed to be unsafe, Highlander personnel are to be immediately informed and the unloading process shall cease until further directions are given by management.

Before removing straps the load is to be inspected by Highlander personnel to identify potential unsafe conditions e.g collapsed bale/pallets/reels, non-vertical stacks and other potential hazards. Should the load be deemed to be unsafe, Highlander International personnel are to be immediately informed and the unloading process shall cease until further direction given, which may include the haulier removing the load from the site and making it safe before returning for unloading.

If loads are deemed to be safe by Highlander personnel, all curtains and straps are to be removed and tied back safely before unloading may commence. At this point, drivers must return to their cab and Highlander will commence unloading. Drivers may only attend to the load if specifically instructed by Highlander personnel.

For both loading and unloading operations, the engine of the vehicle must be switched off at all times.

Drivers who fail to comply may be asked to leave the site permanently.

Trailer damage

Highlander International will not accept responsibility for any rail damage if the bales are stacked too close to the roof or if the bales are stacked on strapping, or strapping that has been left in place due to faulty equipment or haulier error and interfered with either the loading or unloading operations as appropriate.

Theft

Drivers must not remove anything from the site that does not belong to them, including but not limited to, paper stock. Any such proven incidences will result in the driver and/or haulier being banned from site permanently and we reserve the right to contact the police for further action.

Spot checks

All lorries may be subjected to 'spot' security checks. Drivers should therefore always advise that Highlander of any items being carried (e.g tools, drills, brooms, shovels) that are not normal fixtures on or in the lorry, but which could be misinterpreted as being the property of Highlander International.

Cleaning of vehicles (after unloading)

Lorry beds and the inside of tipper vehicles must only be swept off inside the designated yard area. Sweeping off may only commence after unloading is complete. All drivers must provide their own brooms and the vehicle ignition must stay turned off during this cleaning off process.

Catering/washing facilities/toilets

There is no on site catering/vending facilities available for drivers. There are toilets with washing facilities near to the weighbridge available for drivers use.

Arrival at site

On arrival at Highlander International Recycling, all drivers must not drive straight into the depot. Instead, they must park alongside the side of the building and make themselves known at the weighbridge, at which point instructions will be provided as to their safe entry into the depot. All trucks will be guided into the premises by Highlander personnel. After the loading or unloading process is complete and drivers have received their paperwork, lorries must not be parked within the yard area. No trailers are to be left inside the yard area unless this has been agreed in advance with Highlander management. No trailers are to be left parked at the side of the building. Parking vehicles INSIDE the Highlander Depot for rest periods or tea breaks is prohibited.