

Farmlands Fuel

Forestry Delivery Policy



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What is the Forestry Delivery Policy?

This policy was created to make sure when you receive your fuel from Farmlands Fuel, it arrives in a way that is safe, compliant and efficient.

We not only want to keep our drivers safe – we want to keep you and the environment safe as well. Farmlands Fuel cares about compliance and safety and in an industry where there are plenty of hazards, we want to reduce risk as much as possible.

Everyone, from the guys in the office to the harvesting crews on-site, have a part to play in reducing that risk. This booklet is designed to help you understand how you can help Farmlands Fuel deliver safely, when and where you need it.

Are you new to Farmlands Fuel?

Farmlands Fuel has a process it must go through before you can receive your first fuel delivery. It is called “on-boarding” and is designed to make sure fuel can be delivered safely.

This involves reviewing the location, including the site and how we get to the location. Sometimes this may require a site visit, so we let you know of any changes that need to be made.

We'll let you know within 3 days of receiving an application form whether we can deliver to you, or what needs to change for it to happen. If we can, we will give an ETA for your first delivery.

All your delivery requirements – from site location to forest management – will be recorded in a program called Global Fuel, so our drivers have the instructions when they receive a delivery request. When our drivers arrive on-site for the first time they will complete a site check, to confirm it is safe to access.

Moving your fuel or changing a process?

Moving deeper into a forest? Your new site have a different layout? **Please let Farmlands Fuel know, otherwise your fuel deliveries may be delayed.**

GPS coordinates need to be given to Farmlands Fuel for the new sites, along with correct radio channels and call signs. This will ensure our drivers have the correct directions.

Your Harvest Crew Manager needs to give a Farmlands Fuel Territory Manager at least 7 days' notice of any fuel storage site change in the same forest, or 14 days' notice for a change of forest or a change of Forest Manager.

It could be worth checking with your Harvest Crew Manager if the notice has been given – otherwise we may struggle to find the new location. Each new site requires access, compliance and safety reviews, which is why the more notice you give us, the better!

If we don't know where to deliver, we don't know if it is safe – and safety is our priority.

Drivers may be required to complete site hazard inductions – please confirm this requirement when you notify us of the change.

Access roads

Farmlands Fuel's Forestry Delivery Policy states we cannot deliver fuel if there is a chance of any person or the environment being hurt. That does not just mean the delivery site itself – it also means the road to get there. Any forestry access road used by Farmlands Fuel needs to be a maintained, formed pathway.

Delivery cannot be completed if:

- The tanker needs to be towed.
- There is any possibility of slipping off the carriageway.
- There are deep ruts that may cause damage to the tanker undercarriage.
- There are overhanging trees that could damage the tank or tanker fittings.
- There is no traffic management procedure for a single lane carriageway.

Bridges are not certified for required weights.

Delivery site access

Farmlands Fuel delivery sites have to be a formed and stable area or part of a formed carriageway. If work is taking place, our drivers have to get approval for a Foreman or Manager before accessing a working harvesting site.

The best option of Harvest Crews is a Forestry Tank, which is able to be lifted and moved for placement at the delivery site.

Delivery cannot be completed if:

- The tanker is expected to, or has to, drive off a formed site or path.
- The tanker needs to be towed on or off-site.
- Driver safety is at risk due to a harvesting operation.
- Debris, equipment or conditions on-site put safe access or the tanker itself in danger.

If you need a machine refuelled, Farmlands Fuel needs to be contacted directly before this can happen. Drivers may need further training, as well as specific delivery equipment.

Reporting

If there is an incident during delivery or trying to get to the delivery, a report will need to be filled out.

- A **Fuel Delivery Incident Report** will discuss any accidents, damage, spills, contamination, delivery failure, issue with policy or procedure and near misses. These reports can be created by Farmlands Fuel's Compliance team, Territory Managers, Customer Services and Pacific Fuel's Operations team, as well as the delivery drivers.
- A **Site Access and Tank Safety Report** identifies non-compliance and hazards involving the pathway, delivery site, fuel tanks and the refuelling process. Basically, if the rules and regulations of the individual forest policy, or Farmlands Fuel's Forest Delivery Policy are broken, this form will be filled out. The incident will be deemed Minor, Moderate or Major, with steps taken to fix it. Any report will go to a Forest Manager and the Harvest Crew concerned, so any changes can be made.
- A **Near Miss Report** needs to be completed by any driver following a "near miss" situation.
- A Verbal Report is the most common report. Territory Managers, as well as Pacific Fuel operations and drivers need to be informed of any operational changes as soon as possible. They in turn will let Harvest Crews know, as well as Farmlands Fuel's logistics and schedule teams.



Responsibilities

When we work with you, Farmlands Fuel and Pacific Fuel Haulage have agreed to:

- Report and sign off any Fuel Delivery Incidents or Site Access and Tank Safety Forms.
- With assistance from Forest Managers, make sure details for delivery are up to date and correct.
- Ensure drivers are trained and inducted, along with any required forest access permits – and make sure these stay up to date.
- Please provide accurate information on everything we may need to know to deliver your fuel, including correct radio channels, GPS coordinates and hazard management plans.
- Make sure drivers are equipped with – and trained to use – the correct bush radios.
- Complete the on-boarding and application process with the help of Forest Managers.

At the same time, Farmlands Fuel requires the following from Forest Managers and Harvesting Crews:

- Keep up to date on applications and make sure they are completed on time.
- Provide up to date information on the locations and requirements of delivery sites **(please see page 5 for more information)**.
- Manage and confirm any changes requested are completed, following a Report or Form.
- Provide accurate information on everything we may need to deliver your fuel, including correct radio channels and hazard management plans.
- Make sure every site is safe for us to access and deliver.

Protective and Safety Equipment

When it comes to delivering bulk fuel in a forest environment, both Farmlands Fuel and Pacific Fuel Haulage follow the Approved Code of Practice for Safety and Health in Forest Operation (2012).

Whether it is safety gear you wear, or storage gear you use, Farmlands Fuel will only use equipment that is compliant.

While individual forests may require particular equipment, protective equipment provided to our drivers includes:

- High visibility clothing.
- Safety footwear.
- Safety helmets.
- Hearing protection (available if instructed to use by Harvest Crew Site Manager).

In regards to safety equipment, each tanker also contains:

- 1 x 9kg foam or Class B fire extinguisher.
- A clearly marked First Aid Kit.
- Bush radios, correctly installed and with channels to suit different forest and crew locations. Forest Managers need to determine the correct safety communication protocol for their forest.

Any questions?

Farmlands Fuel is happy to help out in any way we can. Whether you have a question, need to update anything or would like to find out how we can help your fuel needs, contact your local Territory Manager of phone 0800 666 626.

Appendix 1

Definitions

Term/Concept	Definition
Bulk Fuel Delivery	All bulk fuel ex terminal that is transported and delivered to FFL sites and customers by Pacific Fuel Haul Limited drivers and tankers.
Emergency Response	Emergency actions documentation carried by drivers and staff that access forests or woodlots.
On-Boarding or Site Changes	Defined procedure that provides comprehensive delivery instruction as part of both new site application or notification of site changes.
Forest Managers	The organisation is either the Owner or Manager that manages the requirements and rules for entering and operating in forest and/or woodlots. Also provides operating requirement to Forest Harvesting Crews.
Harvesting Crew	The contractor that is undertaking the harvesting of trees, also normally the customer and responsible for access and site safety.
Carriageway	A formed Forest road or access route.
Territory Manager	FFL Repetitive and Harvest Crew Account Manager.
Change of Circumstances Form	Completed by Farmlands Territory Manager, notifying Farmlands Customer Services of intended changes and all relevant information that is required so as Compliance Management can approve delivery.
Term/Concept	Definition
Compliance Management	FFL team that includes logistics, compliance management and operational staff that have responsibility to ensure safe and efficient fuel deliveries can be completed and any corrective actions or changes are implemented.
Dry break refuelling	A non-spill connection for a fuel transfer system that reduces risk of spills during the refuelling process.
Splash Filling	Pump delivery of fuel through nozzle into a fuel storage tank.
Machine refuelling	Low flow splash refuelling of machines and trailer tanks.
Forestry Tank	Tank specifically designed for forestry use with dry break refuelling ability and lifting frame suitable to lift tank full of fuel.
Forest	Forest includes farm plantations and woodlots or any area that the harvesting of trees is completed.
Delivery site	The skid site or location where fuel deliveries are required. This will include the type of refuelling required (forestry tank, machine, or trailer tank).
Forest Access Schedule	Spreadsheet of information including Forest Management contacts, requirements for drivers, tankers and expiry dates for permits or access.
Bush Radio	Radio telephone mounted in the delivery tanker that is suitable for providing communication with Harvesting Crews within the forest or woodlot situation.
PFHL	Pacific Fuel Haul Limited (Delivery Provider).
FFL	Farmlands Fuel Limited
Global Fuel	This is the Farmlands Fuel information support programme that stores all customer delivery and site information.

Appendix 2

Violations and Enforcement

Implementation of this service policy will start from 1st October 2014. Failure to follow policy will generate a Fuel Delivery Incident Report. Review of policy will be implemented after the first 6 months or before if required; thereafter annually.

Appendix 3

Related References and Documents

Document Name	Full link	Version Number	Date
FF01 Farmlands Fuel Application Form	All forms are held in the Farmlands Fuel internet site	1.1	28 February 2014
Compliance and Logistics Request Form	As above. Confirms delivery information and approval format	1.4	28 February 2015
HSF08 Fuel Delivery Incident Form	As above Reporting of any fuel delivery incident	1.3	14 August 2013
HSF02 Drivers Site Access and Tank Safety report	Books provided to drivers and completed reports entered and managed into Share point report	1.0	14 August 2013
HSF22 Tank Evaluation Form	All forms are held in the Farmlands Fuel internet site. Confirms information required for delivery	1.1	10 February 2015
FF08 Change of Circumstances	To capture all required information to ensure approval process can be completed and correct information recorded	1.1	2014
PFHL Near Miss Report	Covers any situation where accident or incident was narrowly avoided	?	?
PFHL Emergency Response Plan		?	?
Approved Code of Practice for Safety and Health in Forest Operation	Industry guide and rules as set out by Ministry of Business Innovation and Employment		Dec 2012

Appendix 4

PFHL Forest Access Schedule

Forest Management companies have varying requirements for access to their forests. FFL will require and support PFHL to provide and update standard information requests through a register managed through FFL data share point.

Information required to be held and managed in this register will be:

- Forest Owner list (which will include access and training requirements for each Forest Owner).
- Insurance certificates (PL for 2 million).
- Emergency response (as it relates to Forest Environment).
- Drivers manual.
- Copies of drivers licences.
- First Aid certificate.
- Training and induction schedule (for planning updating of requirement).
- Tanker registration numbers allocated to service a forest.
- Copies of any permits.

PFHL will need to provide backup drivers and tankers, along with information and requirements (as above) so as to ensure consistency of service.

