

**REGISTER OF
CONTRACT AGREEMENTS**

CONTRACT AGREEMENT NO: CA13/3

TITLE: Ansett Couriers - Sydney Contract Agreement 2000 (Agreement)

I.R.C. NO: IRC13/53

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GAZETTAL REFERENCE: 5 April 2013

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COVERAGE/DESCRIPTION OF

EMPLOYEES: It shall apply to Contract Carriers engaged by the Principal Contractor to provide Services as defined in clause 18, Definitions.

PARTIES: TNT Australia Pty Ltd - Ansett Air Freight -&- the Transport Workers' Union of New South Wales

January 8th 2013

SCHEDULE 3

TNT SAMEDAY COURIERS RADIO PROCEDURE

There will be a basic allocation proceeding system with the operator dispatching jobs in a prompt and efficient manner. Global Positioning Systems (GPS) will be used for tracking of vehicle positions at all times whilst performing contracts of carriage. Contract Carriers consent to TNT (and any related body corporate of the Company) installing, maintaining and using GPS. Query activity shall be conducted using driver preset messaging protocol as well as Push to Talk as the secondary query protocol.

SERVICE REQUIREMENTS

STANDARD

A 150 minute delivery service from booking and subject to a 20 Km radius from pick up.

PREMIUM

A 90 minute delivery service from booking and subject to a 20 Km radius from pick up.

DIRECT

Picked up by the first available car and carried Non-Stop with a proof of delivery given upon drop. Any pick – up longer than call times or delay in transit must be notified to the operator. Normal delivery service times = 60 min subject to 20km radius from pick up

TNT SAMEDAY COURIERS RADIO PROCEDURE

1. ORDER OF ALLOCATION

This refers to the order which the Radio Operator allocates jobs. Criteria will be based on the jobs you currently hold as well as your position at the time of allocation (position will be based on a vehicles GPS position) and any future commitments.

At all times service to the customer is paramount and will be the major factor in determining vehicle suitability by the allocator

- 1 Proceeding car – 10 mins pickup (forward and rearward)
- 2 Vacant/Dropping car – 10 mins pickup (forward and rearward)
- 3 Proceeding car – 20 mins pickup (forward only)
- 4 Vacant/Dropping car – 20 mins pickup (forward and rearward)
- 5 Best or most suitable car to cover the job within the service parameters

No Rank system exists under this model.

1. Proceeding Car.- A car that is currently holding jobs which will travel in the same direction as the Job Being Allocated (JBA).
 - a. Proceeding car 1st stage - 10 mins pickup(forward and Rearward)
 - b. Proceeding car 2nd stage - 20 mins proposed at 20 mins pickup (Forward only)

The maximum number of jobs held by a car considered proceeding are 3x PC's or 6x SC's. The allocator must be satisfied that the driver is able to service jobs currently held before allocating more jobs to that driver.

2. Vacant/Dropping Car

- a. Vacant/Dropping car 1st consideration - 10 mins pickup (forward and rearward)
- b. Vacant/Dropping car 2nd consideration - 20 mins pickup (Forward and rearward)

2. EXCLUSIVE HIRE

When a car is booked on an Exclusive Hire basis he/she will not be allocated jobs ahead of cars not on Exclusive Hire, unless there are no cars that are able to service the job within the specified time at which point, the EH car will be contacted (message or voice) in order to determine car's availability for the job in question.

3. DRIVER MESSAGING

Preset messaging to be available to drivers via scanner. See Appendix 2

4. PERMANENT JOBS

All new permanent jobs shall be advertised to the fleet (on noticeboard and through group messaging) for a period of at least one week.

Drivers will be awarded permanent work taking into account, their vehicle suitability, existing work commitments as well as seniority. Eligibility formula to be calculated as per appendix 3.

5. OUT OF AREA JOBS - As per 1A. (Direct Car Rate)

NOTE: Any driver winning such a booking with permanent jobs later that day must be able to return to the Sydney Metropolitan Area within 1 hour of their run or commitment starting and advise the Operator of his/her return.

Drivers must comply at all times with the current TNT Sameday OHS fatigue questionnaire in Appendix 1.

7. VACANT CARS

To be considered 'Vacant', a car must drop his last job and scan the job delivered and message or enter in his/her hours for all EH jobs

Where two cars are vacant within a 10 minute pickup time of the job to be allocated, the operator will allocate the job to the longest vacant car. For all other work, the closest car to the pickup will be given preference.

8. START AND FINISH.

All drivers will have a pre-agreed start time. This will be automatically entered into the despatch system.

Upon logon drivers will automatically appear on the despatch screen and be eligible for work.

Drivers must however also use the messaging to acknowledge their start and finish.

Any driver unable to provide services on any day must or has a need to vary the pre-agreed start time on any given day must inform the, Fleet Manager (Radio Room supervisor) immediately

The finish time will be taken as the scanner logoff time or goodnight message time. Drivers however must be available for work for at least 10 hours from the pre-agreed (or varied with approval) start time and must complete all work already allocated to them prior to signoff.

9. JOB SHEET ENTRIES AND CHARGES

Any driver claiming weight surcharges, waiting time, Exclusive Hire charges etc. must where possible have the relevant job title reference number and excess charges either initialled or signed by the client or agent. This will normally be done after 4pm each day. Updates must be called in by drivers by 10am Monday of the next week at the latest

10. SNIPING AND TOUTING.

(i.e. taking a booking not allocated to you and touting or soliciting clients for jobs)

(a) SNIPING

Knowingly taking a booking not allocated to you will not be tolerated under any circumstances.

(b) TOUTING FOR JOBS

The only time a driver may tout or solicitor jobs from a client is by first receiving permission from the Radio Operator. Unauthorised touting will not be tolerated and the offending driver will not receive fees for any job(s) touted.

11 ALLOCATED JOB QUERY OR REFUSAL

- a. In the first instance, the driver is to contact the radio operator and discuss the reason for refusal
- b. If the allocation is not resolved, it will be referred to the radio room supervisor who will then contact the driver immediately
- c. If the allocation is not resolved, it will be referred to the fleet manager who will then contact the driver immediately
- d. Should matter remain unresolved at (b), the job will be re-allocated and the driver in question will be required to meet with the Fleet Manager no later than 24hours (*max next business day for Fridays*) of the allocation to

further discuss the matter. Until that meeting is held, no other work will be allocated to the driver in question.

At this point the provisions of clause 11(a) shall apply.

12 GENERAL

- (a) The principle of 6x SC or 3x PCs or 1x DC , Move-On[®] will apply. This simply means that once a car has any of the above-mentioned jobs on board they must move off in the direction of their jobs, unless allowed to hold by the Radio Operator.
- (b) Cars are considered proceeding upon allocation of a booking.
- (c) Cars with permanent commitments will be considered proceeding towards the point of pick-up 60 minutes prior to booking time.
- (d) Cars with late 'back-by' freight will only be considered proceeding for 90 minutes from allocation.
- (e) Return bookings and Follow On are considered as one booking, although cars may only be considered proceeding in one direction at a time.
- (f) Drivers will be required to select the appropriate channel on the P2T at all times or when moving to a different channel area.
- (g) The Motorbike 'exclusive' area includes the City of Sydney and directly adjoining suburbs plus Glebe, North Sydney, Milsons Pt, Kirribilli, St Leonards and the North Eastern suburbs
- (h) Radio Operators may allocate jobs to any suitable car in an effort to maintain service standards, including vacant cars over cars with aged jobs on board.
- (i) From time to time customer service requirements may require the above procedures to be varied for one particular job. in the event that this occurs the Radio Operator will state the reasons why.
- (j) Deliberate breaches of the above Radio Procedures will result in disciplinary action as per clause 11.
- (k) Radio Room – At no time are drivers to frequent the Radio Operator's booth, either inside or outside of working hours.
- (l) The dispatcher allocating late afternoon work shall take into account drivers' regular start, finish time and home direction where possible or practical.
- (m) The Union delegate is able to request group broadcast to drivers regarding work related issues only. Comments considered unreasonable by management shall be excluded.
- (n) The Dispatcher shall periodically announce all work on cover as well as give guidance to the fleet as to the general location of vehicles & work patterns throughout the day. The frequency shall be determined subject to work volumes.

- (o) A monthly report shall be posted on the noticeboard showing a list of all courier drivers, along with the corresponding job types performed by each driver, in total for that month (eg. SC,PC,DC,EH,SET,TT,etc..). Driver names and numbers shall be suppressed for privacy.
- (p) Drivers given local jobs should still be considered vacant for the JBA under the condition that the driver can service the JBA after completing the local job.
- (q) In cases where two drivers are vacant in the same suburb, the longest vacant car will be given preference for JBA emanating in that suburb or adjoining suburbs.

13 DESPATCH VALIDATION

The Radio Room supervisor shall conduct a regular audit measuring allocation activity to determine whether the allocations made in that time comply with the allocation procedures set out in this document.

14 TNT SAMEDAY PENALTIES FOR BREACHING SCHEDULE 3 OF THIS CONTRACT

Despite clause 13.5 of this Contract, the following penalties for breaching Schedule 3 shall apply:-

- | | |
|--|---|
| (a) Allocated Job refusal - | <p>First Occasion – Clause 9 applies</p> <p>Second Occasion – Clause 9 & One days Suspension of this Contract</p> <p>Third Occasion – Clause 9 & One week Suspension of this Contract</p> |
| (b) Deliberate Breach Service Criteria Within Metropolitan Area - | <p>First Occasion - Advise the Contract Carrier of a breach of this Contract</p> <p>Second Occasion - One days Suspension of this Contract</p> <p>Third Occasion - One week Suspension of this Contract</p> |
| (c) Daily Start And Finish Times | <p>First Occasion - Advise the Contract Carrier of a breach of this Contract</p> <p>Second Occasion - One days Suspension of this Contract</p> <p>Third Occasion - One week Suspension of this Contract</p> |

**(d) Deliberate Overstating Of Job
time Entries-**

Fundamental Breach of this Contract and
the process as referred to in clause 13.3 of
this Contract shall apply

(e) Sniping And Touting For Jobs

First Occasion - Advise the Contract Carrier
of a breach of this Contract

Second Occasion - One days Suspension of
this Contract

Third Occasion - One week Suspension of
this Contract

**(f) Consuming Alcohol During
Working Hours-**

Fundamental Breach of this Contract and
the process as referred to in clause 13.3 of
this Contract shall apply

SPECIAL NOTES:

- These. procedures have been drawn up by the Principal Contractor, in conjunction with Union Representatives. The Contract Carrier shall abide by the procedures at all times.

1. Service codes / Weights and Sizes

SC – Standard Courier PC – Premium Courier DC – Direct Car	1 – 125kgs	Under .5 cubic metres 1-2 pieces up to 1.8 metres long
ST – Standard TT PT – Premium TT DT – Direct Taxi Truck	126– 250kgs	Under 1 cubic metre 3 or more pieces 1.2 – 1.8 metres long Small skid – Hand load
ST1 – Standard TT1 PT1 – Premium TT1 DT1 – Direct Taxi Truck 1	251 – 500kgs	1 – 2 cubic metres 1-2 pieces 1.8 –2.4 metres long 1 skid/pallet under 500kg – fork load
ST2 – Standard TT2 PT2 – Premium TT2 DT2 – Direct Taxi Truck 2	501 – 1000kgs	2 – 4 cubic metres 3 or more pieces 1.8 – 2.4 metres long 2 skids or 1 pallet over 500kg
ST3 – Standard TT3 PT3 – Premium TT3 DT3 – Direct Taxi Truck 3	1001 - 1500kgs	4 – 6 cubic metres 1 –2 pieces 2.4 – 3 metres long 3 skids or 1 pallet + 1 skid
ST4 – Standard TT4 PT4 – Premium TT4 DT4 – Direct Taxi Truck 4	1501 – 2000kgs	6 – 8 cubic metres 3 or more pieces 2.4 – 3 metres long 2 pallets under 2000kgs
ST5 – Standard TT5 PT5 – Premium TT5 DT5 – Direct Taxi Truck 5	2001 – 4000kgs	8 – 16 cubic mtrs. Piece over 3 mtrs long 2 or more pallets over 2000kgs 4 or more skids over 2000kgs

NOTE: 1 Cubic Metre = 250kgs

NB : Pallets/skids over 120 high will be booked as an ST5/Pt5/DT5. Drivers must inform the Radio Room when picking up these items prior to departure so customer is aware of extra charges

APPENDIX I

Job # _____ Date: _____

TNT Time Critical Fatigue Questionnaire

Must be asked to any Sameday Contractor before allocating a Direct Drive with a distance over 400km one way (800km round trip)

1. How long will it take to perform the direct drive and return including your rest breaks ? _____
2. Time you estimate you will cease work ? _____
3. What was the start time of your shift today ? _____
4. Given answers to 1, 2, and 3 what is the expected total time worked ? _____
5. Have you had at least a 10 hour break since from your previous shift to this shift ? _____
6. Are you currently feeling fatigued ? _____
7. Will you be having adequate rest breaks during the Direct drive ? _____
8. Is your vehicle able to safely travel the out of Area distance ? _____

Driver performing Direct Drive: _____ Supervisor/Allocator Signature: _____

Fatigue Minimisation Guideline for TNT Sameday NSW Sub-Contractors

Preamble & Objectives

TNT is committed to providing safe systems of work across all business operations. Fatigue has been identified as a leading cause of motor vehicle accidents.

Based on RTA guidelines for heavy vehicle drivers, the following guideline is recommended to be used by TNT Sameday Sub-Contractors, in order to minimise the risk of fatigue

Principle

Driver to present and remain in a fit state for duty including not being impaired by alcohol or drug use.

There should be a minimum 10 hour break before commencing a new shift.

A Sameday Sub-Contractor should not:

- Exceed 5 hours without a 30 minute meal break
- Work more than 14 hours in a single day (24 hour period).
- Work more than 12 days in 14.

In addition, work time must not average more than 14 hours per 24 hours over 12 days.

These guidelines should be read in conjunction with Sameday Radio Rules.

Guideline

1. Meal Breaks – 30 Minutes after 5 hours work, 20 minutes after each subsequent 4 hour period
 2. Work time should be calculated from the time that the first job is allocated to the driver.
 3. Work time should be calculated from the time when the last job is completed.
 4. Time spent commuting between the driver's home at the start and finish of each shift must be considered, as "driving time".
- For Out of Metropolitan Jobs:**
5. Time travelling back to "metro area" must be taken into consideration when calculating work / rest periods. To avoid incentives to speed or forfeit breaks, the return time will be that "deemed" by the radio room and shall include "Meal Breaks".
 6. TNT Sameday will show diligence by monitoring individual "out of area" jobs and advise drivers of approximate estimated return times.

Example:

A driver lives at Leura. He leaves home at 6.00 am and reports over the radio for duty at Moorebank at 7am. He does ad hoc radio work in the Sydney metro area until 2pm when he wins a job to Dubbo. He has spent 6 hours on the job and 1 hour on breaks, and 1 hour of commuting. Dubbo and return (to Leura) is another 8 hours. This is a 14 hour driving day. He gets home at 10pm. He should not start work until 8am the next day. If he lived say at Sutherland 90 minutes would be added to his working day, therefore the next days start would be delayed to 9.30am. His total time on the road is an undesirable 15 ½ hours.

APPENDIX 2

Driver to Operator	
#	Message
1	Yes
2	No
3	Good Morning
4	Good Night
5	Many cars where I am ?
6	Please contact me
7	I am heading to
8	My run will finish at
9	Can I give you some updates ?
10	What would you like me to drop first ?
11	Are you sure you want me to do job XXXX ?
	Query Channel Messages
12	I am having problems with job XXXX ?
13	No one home, CAN leave safe
14	No one home, CANNOT leave safe
15	Ref / name required
16	WRONG/CONFIRM address
17	Know nothing, need more info
18	No pickup(add name)
19	Nothing to go(add name)
20	Not ready. Please rebook for
	Please ring and inform cust

Operator to Driver	
#	Message
1	Yes
2	No
3	Good Morning
4	Good Night
5	Where are you ?
6	Where are you heading ?
7	Where will your run finish ?
8	No work where you are - please move
9	Standby please
10	Please contact me
11	Please drop job XXXX first
	Query Channel Messages
12	How long to pickup ?
13	How long to drop ?
14	No one home, CAN leave safe
15	No one home, can NOT leave safe
16	Quote ref # for pickup
17	Correct address is
18	Have fulfilled - please move on
19	Have rebooked - please move on
20	Have rung cust & advised
	Please give to