

**To: All Valued Customers**

To better organise & prioritise the flow of equipment in & out of our yard, Cassaform has implemented the following controls.

At Cassaform we aim to provide a fast, top quality and efficient service. Due to the increase in deliveries and returns to our branch, we request that all deliveries **and returns be booked with 24 hours' in advance notice by calling your dedicated Account Manager or our office on 1300 745 674.** In addition, drivers must be aware of the customer details and site the equipment is coming from or going to. This will assist us with prompt processing of your paperwork.

Returns can only be made between the hours of **6.30 - 3.00pm Monday to Friday.** Returns outside these hours are at the discretion and availability of warehouse staff.

Drivers returning equipment must do so in a safe manner, i.e. the equipment must be strapped & secured properly. Customers & or their drivers are welcome to take a photo of the truck upon delivery or prior return for their own records.

For your information we have attached a "standard return guideline" which has been designed to assist you with your return.

Thank you in advance for your assistance, however, please note failure to comply with the above, may result in a lengthy delay or your vehicle being turned away.

### **Conditions of entry**

**All drivers & their passengers are required to co-operate with this policy & its implementation.**

- Drivers shall ensure that no persons remain in the vehicle whilst loading / unloading of the vehicle takes place.
- All passengers, are the responsibility of the driver at all times.
- Drivers and passengers must stand clear of moving forklifts and must be a minimum of 10m away from the truck at all times during the loading and unloading process.
- At no time will the drivers be allowed to climb on to the deck of the Truck.
- Drivers must observe & obey signs indicating traffic flow, speed limits etc.

Cassaform reserve the right to refuse to offload vehicles that have not been loaded or strapped safely.

Company policy requires the use of High Visibility clothing in our Operational areas, in addition to Steel capped boots or shoes.

If the Fire Alarm sounds leave the building immediately via the nearest Fire exit. Everyone on the site is required to assemble at the Emergency Assembly Meeting Point which is located at the main gates. Do not leave the site unless you have been instructed to do so by the Fire Warden.

***Damages sustained as a result of noncompliance may incur a charge.***



## Framing Packing Guide:

### *How to avoid physical damage and additional costs*


Equipment is thoroughly inspected before and after each hire. In the unlikely event that damages are observed upon delivery, take photos and immediately notify your Cassaform representative.

Damages caused through the loading & unloading and transport process, whether coordinated by Cassaform or the customer directly are chargeable to the customer.




Type:	Image:	Packing Instructions:
<p>3' Frames 4' Frames 5' Frames 6' Frames 7' Frames</p>		<p>20 max per pack, must be strapped</p>
<p>Cross Braces - All Sizes</p>		<p>Cross Braces: 200 max per stillage</p> <p>Smaller Bundles can be strapped on to timber pallets for transport</p>

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<p>Base Jacks</p>		<p>100 per Enclosed Bin, Screw nuts down to base &amp; pack as shown</p>
<p>U-Heads</p>		<p>50 per Enclosed Bin Screw nuts down to base &amp; packed as shown</p>

**Note** - Unstrapped loads or loads in dump trucks which cannot be safely unloaded with a forklift in our warehouse will be turned away for OH&S reasons.

<p style="text-align: center;">TRANSPORT</p>	
<ul style="list-style-type: none"> <li>● Care must be taken when loading and unloading truck with forklift or manitou as damages can occur</li> <li>● Picking up frames incorrectly with crane or forklift can damage frames &amp; break off frame bracing pins.</li> <li>● Packing timbers must always be used</li> <li>● Always secure loads on truck with straps and not chains</li> <li>● Repair charges will apply to all repairable items.</li> <li>● Items damaged beyond repair will be charged at full new replacement cost.</li> </ul>	

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- Loads must be strapped when returned. If you don't have a strapping machine, we can hire it or sell one.



### Propping User Guide:

*How to avoid physical damage to Aluminum and Steel props*

#### What to Do:

- Lock the prop in place plumb
- Tighten with a wrench
- Secure base plate
- Use sole boards on natural ground



- Stack them on timber pallets with bigger loads and in bundles of 35.
- Put timber bearers in between each run of seven.
- Props must be strapped to the timber pallet where applicable.



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**What Not to Do:**

- Do not strike props with hammer or solid object to remove loaded props
- Instead untighten the spindle with a wrench to lower prior to removal



- We do not accept goods that are unstrapped or in dump trucks that cannot be unloaded safely by forklift
- Bent or dented props which do not fully contract or extend will be charged at full replacement cost



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## PL20 User Guide:

### *How to avoid physical damage to PL20 Bearers:*

**Please ensure that PL20's Beams are handled with extreme care at all times**

Equipment is thoroughly inspected before and after each hire. In the unlikely event that damages are observed upon delivery, take photos and immediately notify your Cassaform representative.

Damages caused through the loading & unloading and transport process whether coordinated by Cassaform or the customer directly are chargeable to the customer in full.



- Damages caused by unloading or reported after the hire commences will not be accepted.
- Ensure that timbers are unloaded, loaded, and strapped down with slings when transporting or moving timbers onsite.

- Using chains will significantly damage timbers
- Ensure that when positioning the forklift tines, they do not snag on timbers. This will significantly damage the timber



- DO NOT drop timbers on their end or from heights
- Care will need to be taken to ensure that when stripping timbers are not damaged.





- DO NOT use timbers on their side or on the ground as sole boards
- Unstrapped loads which cannot be safely unloaded with a forklift in our warehouse will be turned away for OH&S reasons.

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## PL20 Return Checklist:

*Upon returned, our yard team will examine PL20 timbers to the following guidelines.*

<span style="color: green; font-weight: bold; font-size: 1.2em;">ACCEPTABLE ✓</span> Acceptable:		
		
<b>1. Scuff marks</b>	<b>2. Small chips of flanges less than 3mm deep</b>	<b>3. Holes from nails and screws</b>
		
<b>4. Dints</b>	<b>5. Small cracks 1mm wide or up to 10mm long</b>	<b>6. Cracked end caps</b>
<span style="color: red; font-weight: bold; font-size: 1.2em;">NOT ACCEPTABLE ✗</span> Not Acceptable:		
		
<b>1. Delamination of web from flanges</b>	<b>2. Chips of flanges greater than 3mm deep</b>	<b>3. Cracks wider than 1mm or longer than 10mm</b>

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**P300 Panel Preparation:**  
*To be conducted prior to use.*

**ACCEPTABLE ✓**

Acceptable:



**NOT ACCEPTABLE ✗**

Not Acceptable:



Use to avoid Z-tie holes being blocked with concrete.

Use to avoid P300 plywood surface damage and ensure easy stripping.



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## P300 Do's and Don'ts of Transport and Handling:



Examples of metal damages sustained through poor lifting or use of chains instead of slings.



When lifting and shifting panels & metal component by crane or mechanical lifting devices always use a forklift or slings. Never use chains which can damage panel / metal edges.



All panels must be strapped before pick up and must be loaded onto packing timbers so that they can be unloaded with a forklift in our yard.

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## P300 After-use Cleaning Guide:

Clients **MUST** apply a lanoline formwork stripping oil or equivalent to **ALL** surfaces of the **P300 Panel and Metal components (All edges, internally and externally).**

*This can be purchased from Cassaform upon request.*

Clients **MUST** clean all excess concrete from all edges, pour surfaces and the internal and external surfaces including ply surfaces before stacking and off hiring or returning panels. Minor slurry loss from joints as indicated below is acceptable. NB - Panels and metal components can easily be washed down, wiped or brushed clean immediately after a concrete pour making it easy to clean.

### Example of Acceptable Slurry Loss



### Examples of Excess Concrete that'll require cleaning prior to return.



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