

Packaging and Delivery of Goods Specifications

Effective 22/04/2024

Due for review on 22/04/2026

Contents

1. Description & Scope.....	2
2. Requirements	2
2.1 Ordering	3
2.2 Delivery Documentation	3
2.3 Labelling.....	4
2.4 Packaging and Load Restraint	5
2.4.1 Containerised Freight	6
2.4.2 Carton / cardboard packaging.....	6
2.4.3 Palletised Freight.....	6
2.4.4 Specialised Machinery or Plant.....	7
2.4.5 Used batteries (for disposal)	7
2.4.6 Electronic Goods	7
2.5 Dangerous Goods and Hazardous Chemicals.....	7
2.6 Loading and unloading	8
2.7 Delivery of Goods to Aurizon.....	8
2.8 Performance Monitoring and Management.....	9
3. Roles, Responsibilities and Accountabilities	9
4. Reference Documents	10
5. Keywords.....	10
6. Revision History	11
7. Appendix – Packaging examples	12

Packaging and Delivery of Goods Specifications

1. Description & Scope

The Packaging and Delivery of Goods Specifications set Enterprise-wide requirements for:

- Safe packaging, transportation, delivery, storage, and handling (including loading and unloading) of goods, materials, and equipment (collectively referred to as Goods in this Specification), which are delivered to and from Aurizon sites
- Preservation of Goods
- Clear ordering, labelling and documentation to ensure efficient transaction of Goods.

Where this Specification differs from:

- specific requirements or obligations in contracts, purchase orders or other agreements,
- applicable legal, regulatory, or other obligations,
- specific requirements from the requestor of Goods, or
- other agreed terms and conditions,

the higher standard of requirements will apply.

This Specification applies to all Aurizon operations and activities and extends to Contractor Entities and suppliers who package Goods for, or deliver Goods to, Aurizon.

This Specification does not apply to Goods being transported by sea or air, or to Goods being exported out of Australia.

2. Requirements

The minimum requirements of this Specification are to achieve:

- Compliance with responsibilities under Supply Chain legislation regarding safe packaging, handling and transportation of goods
- Compliance with load restraint requirements under the National Transport Commission (NTC)
- Preservation of Goods to prevent damage during transport, load and unload events in the harsh conditions such as, but not limited to the extreme temperature or moisture/precipitation
- Preservation of Goods to enable safe delivery, handling and long-term storage
- Effective safety management by avoiding the introduction of additional safety risks through the packaging, transportation, delivery, storage, or handling of Goods
- Effective delivery of Goods
- Efficient transaction of Goods supported by clear, complete and accurate documentation.

The following requirements apply to all Goods provided to Aurizon:

- Delivered Goods must comply with specified requirements
- Documentation for Goods being delivered to or collected from an Aurizon site must be provided and be clear, complete and accurate, and be compliant with Aurizon, Legal and other requirements (see also [section 2.2](#))

- Labelling of Goods being delivered to or collected from an Aurizon site must be clear, complete and accurate, and be compliant with Aurizon, Legal and other requirements (see also [section 2.3](#))
- Packaging and load restraint of Goods being delivered to or collected from an Aurizon site must be appropriate for the nature of the Goods, the transport method and route, storage conditions, be completed by suitably trained, qualified and competent workers, and be compliant with Aurizon, Legal and other requirements (see also section 2.4).
- Handling of Goods (i.e., lifting, loading, and unloading) when being delivered to or collected from an Aurizon site must be appropriate for the nature of the Goods, site and environmental constraints, and be compliant with Aurizon, Legal and other requirements (see also [section 2.6](#)).
- Goods containing asbestos must not be brought onto an Aurizon site.

2.1 Ordering

Orders for Goods must be clear and accurate and completed in a way that meets the needs of the supplier and enables efficient transaction of Goods to the recipient.

Documentation for ordering Goods must include:

- A clear and accurate description of required Goods, including (where relevant):
 - Part / model / item number
 - Quantity
 - Style / Size.
- Site-specific delivery requirements, considerations, or limitations. For example:
 - Clear and accurate delivery address
 - Site access and PPE requirements
 - Delivery hours
 - Local contact person (e.g., Depot Coordinator, Stores)
 - Site considerations (e.g., Overhead Line Equipment, Rail Corridor)
 - Vehicle limitations (e.g., height, length, weight)
 - Environmental conditions
 - Specific requirements for packaging, labelling, load restraint, and unloading as outlined in the relevant sections below.

2.2 Delivery Documentation

Documentation for Goods being delivered to or collected from an Aurizon site must be:

- Provided with each consignment
- Clear, complete, and accurate (i.e., to support invoicing and payment)
- Compliant with Aurizon, Legal and other requirements
- Consistent with the Goods being collected or delivered (i.e., matching)
- Securely attached and clearly visible:
 - For **packaged Goods**, the delivery docket must be attached to the outside of the package in a clear, weather resistant envelope
 - For **containerised Goods**, the delivery docket must be attached to the internal wall of the container in a clear, weather resistant envelope.

Where relevant, the supplier’s documentation must include:

- Long-term storage preservation requirements
- Original Equipment Manufacturer (OEM) information relevant to the safe use, handling or storage of Goods
- Specific training requirements or instructions to support safe delivery, handling, storage and use of the Goods.

In addition, documentation must contain the minimum information as detailed in Table 1 .

Table 1			
Document	Minimum required fields	Optional requirements	Additional notes
Purchase Order Delivery	Delivery Note/Docket number PO Number Delivery Contact Name Delivery Address Material Number and Description Quantity ordered Quantity Shipped Quantity Backordered Serial Number Vendor Details	Barcode for PO printed on the paperwork	Every Purchase Order should have separate paperwork
Consignment Note	Consignment Note number Delivery Note/Docket number PO Number Delivery Contact Name Delivery Address Vendor Details Consignment Dimensions and Weight Number of packages in shipment Dangerous Goods classification (if applicable)		
Dangerous Goods and Hazardous Chemicals consignment	Type of Goods clearly labelled SDS attached Weight and dimensions As per Consignment Note		Compliance with Australian Dangerous Goods Code (ADG)

2.3 Labelling

Labelling of Goods (packages) being delivered to or collected from an Aurizon site must:

- Be clear, complete, and accurate
- Be compliant with Aurizon, Legal and other requirements (e.g., industry standards and best practice)
- Withstand extended exposure to moisture or sunlight without fading or deteriorating
- Allow the sender / recipient to quickly and easily identify what is being sent / delivered. This includes identification of:

- Hazardous or dangerous goods
- Heavy goods
- Specific handling needs (e.g., 'fragile', 'this way up', forklift indications)
- Specific storage needs (e.g., temperature or environmental conditions)
- Label Goods with a weight greater than 16kg as 'heavy'
- Include serial numbers for each individually packaged item must be provided on the outside of each box (serialised goods only).

For labelling requirements for Dangerous Goods and Hazardous Chemicals, see [section 2.5](#).

2.4 Packaging and Load Restraint

Without limiting a suppliers' obligations under contractual arrangements and Chain of Responsibility legislation and regulatory requirements (National Transport Commission (NTC) – Load Restraint Guide), packaging of Goods being delivered to or collected from an Aurizon site must:

- Meet Chain of Responsibility requirements in accordance with the NHVR including, but not limited to:
 - preventing uncontrolled shifts in loads during transportation, loading and unloading activities
 - able to withstand reasonable forces during transport, loading and unloading, such as emergency braking.
- Be compliant with Aurizon, Legal and other requirements
- Be fit for purpose and appropriate for the type, weight, transport method, transport route, and storage conditions of the Goods:
 - All Machined surfaces and bearings need to have a suitable long-term protection of metallic surfaces against corrosion, such as TECTYL 506
 - Electronic components must be packaged in a way that provides long-term storage protection from shock and static electricity damage
 - Painted goods must have adequate protection to reduce likelihood of damage to surfaces
 - Pallets, Boxes, Cages and other specialised equipment Transport Frames must be constructed for lifting with a forklift, structurally sound and free from damage.
- Offer adequate goods protection to the environment
- Be durable and withstand multiple handling points, including loading, unloading and splitting loads
- Ensure there is nowhere for foreign objects / insects to get in or fluid / oils / fuels to get out
- Hoses, contactors or other electronic connectors susceptible to moisture or dust ingress must be protected with caps, tape or other means
- Protect Goods from damage due to environmental exposure, such as moisture, extreme temperatures, and high UV light exposure
 - If items cannot withstand prolonged storage in bright sunlight or hard conditions, they must be appropriately labelled
 - Goods susceptible to moisture damage must be packaged accordingly in the moisture proof sealed packaging with moisture absorber.
- Maintain integrity during transportation, including over long distances and movement across a rough terrain

- Ensure that the goods are not damaged during transportation, loading, unloading and storage of the Goods
- Enable safe loading and offloading of the Goods on and off the transport vehicle by equipment and workers (including manual handling)
- Enable safe lifting and handling of the Goods by equipment and workers (including manual handling).

2.4.1 Containerised Freight

In addition to minimum packaging requirements in [section 2.4](#), the containerised freight should meet the requirements specified in the section 3 of the Aurizon Loading and Securing Standard – SMS – Enterprise.

2.4.2 Carton / cardboard packaging

In addition to minimum packaging requirements in [section 2.4](#), the following requirements apply to carton / cardboard packaging:

- Cardboard boxes must be structurally sound, free of damage and designed to support weight of the goods
- Weight restriction for single boxes that will be manually handled must be limited to 16kg
- Goods with a weight greater than 16kg must be labelled as 'heavy'
- Fiberglass reinforced tape must be used on all carton consignments greater than 16kg.

2.4.3 Palletised Freight

In addition to minimum packaging requirements in [section 2.4](#), the following requirements apply to palletised freight:

- Pallets must comply with AS 4068
 - **Timber pallets** must be of free of damage and of sound structural integrity
 - Aurizon promotes use of **hardwood pallets**. Where a hardwood pallet is used for the return shipment to the Supplier, a like-for-like hardwood pallet must be used for the shipment to Aurizon by the Supplier.
- Freight must be unitised to the pallet with stretch wrapping, strapping or other suitable method with adequate connection to the pallet to simplify loading and unloading and the application of restraint
- Stretch wrapping alone is typically unsuitable as a form of load restraint and must be supported by strapping
- Where plastic wrapping is used, 'clear' wrapping must be used to assist with visibility of the content, early identification of any damage on receipt of consignment and detection of shifted or loose goods within a consignment
- Metal strapping must not be used in the application of the restraint

For more information on the palletised goods load restraint requirements refer to Aurizon Loading and Securing Standard – SMS – Enterprise.

2.4.4 Specialised Machinery or Plant

In addition to the requirements above, the following requirements apply to specialised machinery or plant:

- Suitable Transport Frames supplied by Aurizon or provided by the Supplier must be used where possible:

- Frames must be constructed for lifting with a forklift, be structurally sound and be free from damage in accordance with Australian Standard AS4991 (Lifting Devices)
- Lifting points and forklift tyne slots must be clearly marked
- Frames must have specifications provided via the plate and/or markings
- Modifications must not to be made to any Aurizon supplied transport frames, without direct approval from an authorized Aurizon Engineering representative
- Transport Frames supplied by Aurizon, remain a property of Aurizon and must never be used for transporting:
 - Goods for other customers or parties, without prior approval by Aurizon representative
 - Be only used for transporting goods/components specifically designed for the type of frame used
- Specialised machinery or plant must have attachment points fitted to them to permit application of adequate restraint
 - Where attachment points are not present, the load may be secured (preferably bolted) to a skid or transport frame that has attachment points on it

For more information on the palletised goods load restraint requirements refer to Aurizon Loading and Securing Standard – SMS – Enterprise.

2.4.5 Used batteries (for disposal)

In addition to the requirements above, the following requirement applies to packaging of used batteries:

- Packaging of used batteries for disposal needs to comply with [Battery Disposal Procedure](#)

2.4.6 Electronic Goods

As Electronic goods are susceptible to shock and static electricity damage, in addition to the requirements above, electronic Goods must be:

- Packaged for transport in anti-static packaging
- Protected from external shocks inside the carton with appropriate shock absorbent material.

Note: Alternative load restraint systems or methods may be used provided they are supported by engineering advice that demonstrates compliance to the NTC Load Restraint Guide 2nd Edition.

2.5 Dangerous Goods and Hazardous Chemicals

In addition to the above, delivery of dangerous goods and hazardous chemicals must fully comply with the Australian Goods Code for the Transport of Dangerous Goods by Road & Rail ([Australian Dangerous Goods Code \(ADG\)](#)).

For more information on the palletised goods load restraint requirements refer to Aurizon Loading and Securing Standard – SMS – Enterprise.

2.6 Loading and unloading

All Goods delivered to / from Aurizon must:

- Be within the SWL (or WLL) – safe weight that pallet, crate/cage or transport frame is designed to carry
- Be able to be safely unloaded / loaded taking into consideration environmental conditions and limitations, available lifting devices and equipment, and worker competence in use of required equipment
- Be able to be moved with appropriate lifting devices compliant with the Lifting Devices AS 4991
 - Where use of lifting devices is not required, the Goods must be able to be moved safely using other equipment or manual handling.
- Be visually inspected for visible damage prior to each load and unload event:
 - Damage may include visible corrosion, cracking of joints, stretching, bending or other distortion.
- Only be lifted using installed lifting points where present. Load restraining points must never be used for lifting.
 - If lifting points are present, confirm statutory inspection requirements are met (in date) prior to use.

2.7 Delivery of Goods to Aurizon

Goods must be delivered to the correct address (as provided on the Purchase Order) and in accordance with site access and safety requirements (e.g., PPE, traffic management rules).

Suppliers must be able to provide signed Proof of Delivery (POD) documentation when requested by Aurizon.

Before unloading Goods at an Aurizon site, Goods should be inspected to confirm they:

- Match the delivery docket (and Purchase Order if available):
 - This may require unpacking the order to count it and make sure it aligns to documentation.
- Are appropriately labelled
- Are appropriately packaged
- Have maintained their integrity and have not shifted, been damaged, or started leaking
- Can be safely unloaded with available equipment and workers on site
- Include, where relevant, details of any long-term storage preservation requirements
- Include, where relevant, Original Equipment Manufacturer (OEM) information relevant to the safe use, handling or storage of Goods
- Include, where relevant, specific training requirements or instructions to support safe delivery, handling, storage and use of the Goods.

Any packaging non-conformances or safety issues must be reported immediately to your Aurizon Leader (for Aurizon workers) or Aurizon Representative (for Suppliers.)

2.8 Performance Monitoring and Management

To monitor that Goods arriving at Aurizon locations meet minimum requirements, Aurizon site representatives may at any time conduct audit or other assurance activities to confirm compliance with this Specification.

If Goods received by Aurizon do not comply with the requirements of this Specification, Aurizon will determine suitable actions and advise the relevant Supplier, Contractor Entity or Transport and Logistics provider.

If Aurizon identifies an issue with a Goods delivery, immediate actions which may be taken by Aurizon include, but are not limited to:

- Refusing to accept non-compliant Goods (provided the consignment is deemed to be safe to travel back to the supplier)
- Requiring the consignment is made safe and is compliant with this Specification prior to it departing an Aurizon site
- Requiring re-supply of non-compliant Goods
- Placing non-compliant Goods in quarantine
- Requesting Procurement place a payment block on invoices relating to non-compliant Goods until the matter is resolved
- Requesting Procurement place a Purchase Order block on the relevant vendor until the matter is resolved
- Issuing a Non-Conformance Report (NCR) and remedial actions to the vendor
- Requesting vendor participation in a performance management meeting to discuss and agree actions (e.g., when there have been repeated issues or elevated concerns).

The Supplier, Contractor Entity or Transport and Logistics provider will be responsible for costs associated with rectification of issues relating to non-compliant Goods, or replacement of Goods where the breach of this Specification results in total or partial loss or damage to the Goods.

Where Aurizon has rejected a delivery due to breach of this Specification and is required to make that consignment safe and compliant with this Specification prior to it departing an Aurizon site, Aurizon reserves the right to pass all reasonable costs attributed to making consignment safe and compliant to this Specification on to the Supplier, Contractor Entity or Transport and Logistics provider.

3. Roles, Responsibilities and Accountabilities

Head of Inbound Supply and Procurement is accountable for:

- Maintaining currency of this Specification through periodic review and consultation with key stakeholders
- Ensuring activities are conducted in line with the requirements of this Specification
- Having systems and processes in place to enable communication of and compliance with the requirements of this Specification.

Aurizon Leaders are responsible for:

- Implementing this Specification and associated requirements in their business unit or function
- Communicating the requirements of this Specification to all workers in their business unit or function so they are aware of and understand the requirements
- Providing suitable and sufficient instruction, information, training or supervision for all workers in their business unit or function as appropriate to the activities they undertake in relation to this Specification

- Communicating the requirements of this Specification to all Suppliers and Contractor Entities which are engaged by their business unit or function so they are aware of and understand the requirements.

Aurizon Employees are responsible for:

- Complying with the requirements of this Specification and associated requirements
- Operating in a manner which minimises risk of damage to Goods, public and the environment.

Suppliers and Contractor Entities are responsible for:

- Complying with the requirements of this Specification
- Operating in a manner which minimises risk of damage to Goods, public and the environment
- Communicating the requirements of this Specification to their workers and transport and logistics providers so they are aware of and understand the requirements

4. Reference Documents

- Safety in Procurement of Goods Standard – SMS – Enterprise
- Loading and Securing Standard – SMS - Enterprise
- [Chain of Responsibility | NHVR](#)
- [Load Restraint Guide 2018 \(nhvr.gov.au\)](#)
- [Australian Dangerous Goods Code \(ADG\)](#)
- Australian Standard for Flat Pallets for Material Handling (AS 4068)
- Freight containers Requirements for container compliance (AS 4615)
- Lifting devices (AS 4991)
- National Transport Commission (NTC) – Load Restraint Guide

5. Keywords

Word/Acronym	Definition
Aurizon site or Aurizon Operations	Any Aurizon location of business where goods are delivered, loaded and unloaded
Supplier	vendor, internal Aurizon depot or contractor entity that is party of Aurizon supply chain
Goods	any goods, materials or components procured or supplied and transported
Specification	reference to the minimum requirements for packaging, load restraining and goods preservation to be applied to all external and internal Suppliers outlined in this document
PO	means internal Stock Transfer Order or vendor Purchase Order delivery to an Aurizon site
SWL	Safe working load

Word/Acronym	Definition
WLL	Working load limit
Lifting Device	include but not limited to cranes, forklift trucks, lifts, hoists, mobile elevating platforms

6. Revision History

Version No.	Section No.	Description of Change	Preparer (P) / Reviewer (R)
1.0		New version / draft	Murat Galiyev / Amanda Waghorn (P) S. Smith / Shaun Benn (R)

7. Appendix – Packaging examples



Black pallet wrapping obscures view where goods may have moved during transit, strapping came loose or damage sustained during transport. Use of clear pallet wrapping is strongly encouraged. [left] No corners and strapping was used to secure load. Wrapping alone must not be used as a primary restraint method.



Goods double staked and not properly secured to the wooden pallet for transport. Metal straps used instead of PET. Second image shows roll of the metal pipe lengths (left side) potentially loosening load restraint during transport.



Goods placed horizontally within palletised consignment sustaining extensive damage as the result of double staking. No “No double stacking” labelling applied, PTE strapping or corners used to secure the load. Pallet wrapping was applied too tightly causing it to tear. Damaged filters were not received.



Insufficient strength/design crate packaging used to transport heavy metal components. Crate collapsed during movement presenting a safety risk and damage to goods.



Packaging is secured to the skid using the PTE strapping. Clear pallet wrapping used and consignment is clearly labelled to avoid double stacking (do not crush/top load only) to help prevent damage in transit.



Liquid container goods are unitised with the pallet using cardboard corners and PTE strapping only in one direction. Use of corner protectors and cross strapping is advised. No clear labelling used to advise if top loading is permitted.



Examples of correct pallet loads with goods secured using PTE strapping and corners, and then unitised to a pallet using clear wrapping. Pallet top cover used to ensure good weather protection. Labelling clearly visible to prevent possible goods damage during transit from stacking.



Oversized goods secured to a custom wooden pallet using PTE strapping. Wooden crate location is centrally positioned to balance the load. Clear labelling is used to label consignment as 'Heavy'.