



CARTERS 
Your **Building** Partner

SORTING YOUR DELIVERIES SAFELY ON SITE WITH CARTERS



Planning and understanding delivery risks is everyone's responsibility. Use this guide to ensure deliveries run smoothly on sites.

FEBRUARY 2026

0800 CARTERS | www.carters.co.nz

150
+ YEARS

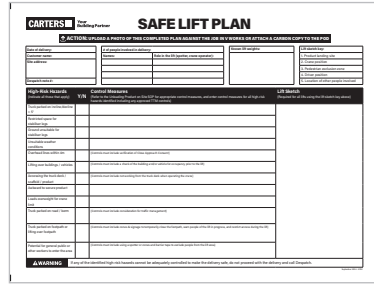
50
+ BRANCHES

1
ACCOUNT

Preparing for a delivery

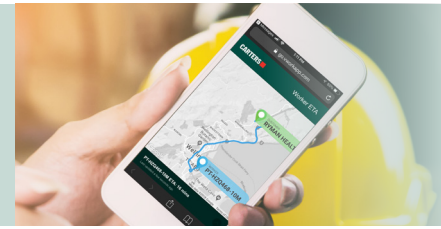
It's important to prepare your jobsite before a delivery takes place to ensure all potential hazards are identified and controlled, and the site is ready to receive the delivery.

Once on site, both the Builders and the Delivery Driver will prepare a safe lift plan together, ensuring the safe placement of your product. Please remove any other obstacles in advance.



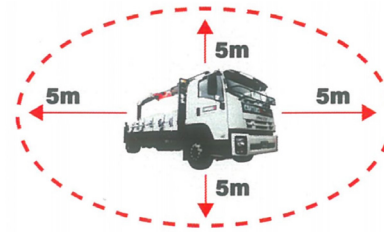
Delivery tracking alerts

Our CARTERS Drivers will send an alert to your smartphone in real-time to let you know when they're on their way. The text message has a live tracking link so you can see where the truck is en route, and be there ready to receive your delivery.



Unloading zone

Having a clear area on stable ground ready for delivery is ideal to make it fast, easy and safe to unload. Think about any overhead hazards that need to be avoided, as well as the space where the truck will park – our trucks need to position their side stabiliser legs to steady the load, so having extra space for firm footings is essential.



The Exclusion Zone

Aim to have 5 meters clearance around the delivery vehicle and load at all times.

Safe working areas

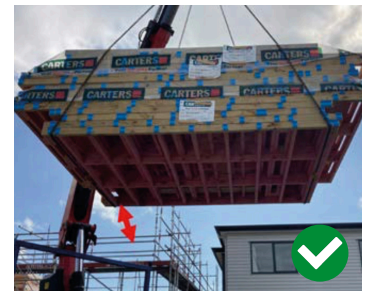
Setting up exclusion zones using cones, tape, barrier poles or retractable belts to keep moving vehicles and pedestrians clear of the work area is important to minimise risk.



Having enough clearance

There should always be sufficient clearance between the load and any obstructions, such as scaffolding, overhead powerlines or underground services.

Don't work within 4 metres of a powerline unless there is a Close Approach Consent from the lines company in place, then comply with all stated controls.



Knowing it can take the weight of the load

You should know the weight of the materials load and be confident that what you're placing it onto can hold that weight sufficiently.

| Scaffold class | Maximum load per platform per bay | Maximum concentrated load per platform per bay (should be over transom) |
|----------------|-----------------------------------|---|
| Light | 225kg | 100kg |
| Medium | 450kg | 150kg |
| Heavy | 675kg | 200kg |

Your personal safety matters

Personal Protective Equipment

Anyone who is involved with the delivery, unloading or lifting of materials must always wear PPE for their own safety. **This includes:**



Hard Hat with Chin Strap



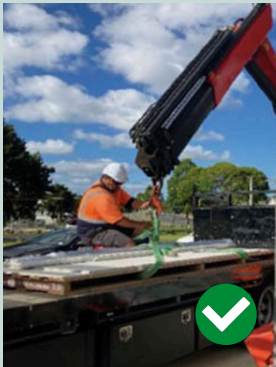
High Visibility Clothing



Foot Protection



Gloves when required



Clear the Area

Take steps to remove any unnecessary or unauthorised team members from the work area, including beneath where the load will be lifted across. Our truck mounted crane operators won't proceed until the area is clear.

Workers in the vicinity must not stand on the truck deck or under live loads when a lift is in progress.

During Offloading

Stay clear of the load at all times.



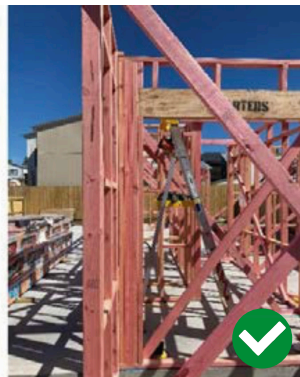
Always use aids to assist and attach tag lines if required.



Be aware – don't put any part of your body into a space it could get trapped.



Do not attempt to physically restrain a swinging load, or arrest the swing with your hands or body.



Make sure lifting equipment can be undone without putting anyone at risk of a fall from height e.g. use a ladder, nets, scaffolding or temporary edge protection.

ON-SITE DELIVERIES

Maintaining the safety of your team and ours is the top priority in everything we do, especially during the delivery of building materials to your site.

HERE'S HOW YOU CAN HELP

Run through the list below as a quick check each time.

- Keep us in the loop**
Tell us if there are any specific site delivery requests or safety requirements at the time of booking, including if there is potential for the delivery to be received from the road corridor.
- Unloading zone**
Establish an unloading zone that has clear access. If you're unsure, your CARTERS Account Manager or Driver can assist.
- Clearance**
Allow 4m clearance from power lines (i.e. top of crane) for all deliveries. If this cannot be achieved, please arrange for a close approach consent from the lines company in advance of the delivery.
- Designated delivery contact**
Have a designated person on site who is responsible for the unloading zone.
- Unmanned sites**
Ensure that keys/combinations are provided for locked gates prior to delivery. Mark out or display signs for the established unloading zone.
- Get the site ready for delivery**
Clear any obstacles from the accessway and unloading zone. Make all builders/subbies on site aware of the delivery exclusion/unload zone and keep the area clear.
- Tell us about any access challenges**
If a driveway is too tight due to overhanging trees, phone cables, retaining walls, posts etc, identify a suitable unloading zone e.g. at the end of the driveway.
 - Challenges include sharp turns, narrow < 3m and steep gradients.
 - Please advise your CARTERS branch if there are suspected access challenges prior to delivery, remember we're here to support you.
- Returns**
We can pick up returns of other products, but this needs to be advised at the time of booking a truck - on site requests can't always be actioned due to timelines on scheduled deliveries.



If we need your help with delivery

Please follow the safety instructions of the Driver, they know what's required to keep everyone safe.

Our Drivers are trained and qualified truck mounted crane operators who follow the most up to date regulations for your safety and theirs.

For any queries contact your CARTERS Account Manager or your local branch despatch coordinator.