

Ordering

At TTT we pride ourselves on delivering quality timber poles with as quick a turnaround as possible. However, getting an order of poles ready for despatch is not quite as simple as you might think. When you place an order for timber poles we:

- **Pick**

Pick each individual pole out of its stack using an 18-tonne loader. Poles are stored in stacks according to their length and their diameter (the diameter changes every 25mm so we have a lot of stacks of poles on our 50 acre site).

- **Test**

If you've ordered TTT tested proof-tested poles these are tested to order. We specifically source and individually test poles to meet high strength requirements and this verification takes time. Contact your sales representative for current lead times.

- **Bundle**

Bundle poles of similar lengths together – for safe transport you can't put long poles and short poles together. Each bundle of poles is strapped with at least 2 high-tensile steel straps – poles are heavy!

- **Label**

Label each bundle with a customer detail tag (so it doesn't get confused with the dozens of other customer orders our despatchers are working on).

- **Stack**

Stack each bundle on a 'skid' to await delivery or collection (skids are huge storage bays for poles).

- **Repeat**

Repeat as required for each bundle of poles. Some orders require many bundles of poles.

- **Complete**

Complete internal paperwork to communicate to Despatch Manager when goods are ready for despatch.

Not only do we have our own trucks but we are preparing poles and timber for despatch on cartage contractors and customer vehicles at the same time – our despatch yard is a very busy place!

Delivering

When it comes to delivering poles on our trucks we're not talking tiny – our trucks are large eight-wheeler tip trucks with the following dimensions:

- **Eight-wheeler tip truck only:**

- Length 9.5m (without overhanging poles)
- Width 2.9m (mirror to mirror)
- Height 6.7m (with tip-deck raised to full height)
- Turning circle 25.0m

- **Eight-wheeler tip truck and trailer combination:**

- Overall length 20.0m (without overhanging poles)
- Width 2.9m (mirror to mirror)
- Height 6.7m (with tip-deck raised to full height)
- Turning circle 25.0m

Site or Depot Information

In order to ensure safe and accurate delivery we really need to be made aware of any potential hazards, and the controls that need to be put in place. Let us know:

• Unloading – Tip Off:

- Is it a flat site
(tip off delivery can only be made to dead flat sites)
- How big is the area for tipping-off
(Bundle strapping can break when tipped off and poles can roll unexpectedly. Timber is strapped with composite strapping which has a high risk of breaking when tipped off.)

• Unloading – Digger or Forkhoist Unload:

- If forkhoist unload –
 - what is the maximum weight that can be lifted
- If digger unload –
 - what is the maximum weight that can be lifted
 - will the product be lifted off with a log grapple; or
 - are lifting chains required
(if lifting chains are required TTT loads each bundle with chains around it so that unloading is simplified)

• Bundling:

- Are the poles to be loose
(poles can roll easily if loose); or
- Bundled
(if so, what is the maximum weight per bundle)

• Truck size (see previous page):

- Can a truck and trailer fit onto the site; or
- Is it eight-wheeler truck only

• Site Access – Entry and Exit:

- Does the site have wet weather access
(is it metalled, concreted, asphalt)
- How wide is the access
(need a minimum of 4.0m unobstructed access width)
- How steep is the access
- Does the truck need to reverse in or out of the access point or can the truck turn around on site
- Is the access clear of side and overhead obstructions
(powerlines, scaffolding, building eaves, trees)
- Is traffic management required for site access
- Is access constricted by parked vehicles, or busy traffic
- Does the driver need to sign in or contact someone before entering the site
- Is there a particular site entry/exit time
(if a school is nearby this may have an effect on allowable entry/exit time)

• Site Conditions and Requirements:

- What size is the site
- Is it a flat, or sloped, or steep site
- Is there a designated unloading zone clear of vehicles, buildings, workers
- Is there other equipment and workers working on site
- Are there overhead site obstructions
(powerlines should be at least 1.1m above ground level when the tip-deck is raised; scaffolding)
- Does the driver need to wear protective equipment
(provide details)