Welcome to the 5th edition of the MSRDC supplier readiness newsletter. We hope you all had a great Christmas break and got to spend some quality time with your family and friends.

In this edition you will find:
➔ First deliveries received at MSRDC
➔ Timeline
➔ Driver induction information
➔ Delivery standard consistency and pre-despatch checklist

First deliveries have commenced at MSRDC!

Phase 1 suppliers have now commenced delivering stock to MSRDC. The standard of delivery to the site so far has been fantastic from all suppliers.

We appreciate your great focus on delivery standards and working so closely with us. This has contributed to the success of the phase 1 transition.

We are excited to continue to bring more suppliers onboard as we complete the transition to MSRDC. Please check out the tips in this newsletter to ensure your deliveries are MSRDC compliant.
Transition Progress Update

The following timeline describes our MSRDC transition progress. This is an indicative timeline only and will be monitored as our transition progresses. We will continue to update our Suppliers and communicate as MSRDC goes live over 2019.
Complete your driver inductions now to avoid delays when delivering to MSRDC

To avoid lengthy delays when your deliveries arrive at MSRDC, please ensure your drivers complete their driver induction prior to arriving on site.

Suppliers and Transport Providers can conduct inductions off-site at your own depots prior to making their first delivery to MSRDC. Simply follow the steps outlined on the right side of this page.

**Important:** Remind your drivers to bring along their training receipt to the site as proof of completing the induction. This will avoid drivers having to redo the induction which can take up to 20 minutes.

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**End of trip facilities for all drivers:**
Relax, revive and renew yourself at our MSRDC end of trip facility. Our end of trip facility includes:

- Driver tea room
- Outdoor smoking facility
- Tea, coffee and milk
- Vending machines
- Access to showers and amenities
- Free to air TV
- Heating and air conditioning
- Lockers

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**How to complete your driver induction:**

➔ All drivers must be required to review and understand the National Driver Induction Pack

All drivers are required to complete the following questionnaires and declarations and return them prior to arriving on site.

➔ MSRDC Driver Induction induction pack & questionnaire

Once the above documents have been completed, please forward them to transportsafety@woolworths.com.au

**Privacy Policy:** Driver licence information is captured for the purpose of validating who is on our sites at any given time for emergency and security purposes. They are also used to ensure inductions are current so that drivers are aware of the hazards and processes they must follow on site. Only authorised team members will have access to systems and reports that contain driver licence details. For further information on our privacy policy, go to https://www.woolworths.com.au/Shop/Discover/about-us/privacy-policy
Use a pre-despatch checklist to ensure your deliveries are compliant for MSRDC

Use the AFGC industry pre-despatch checklist to ensure your deliveries are in-line with MSRDC requirements.

We have been working with the Australian Food & Grocery Council and other major retailers in Australia to develop a pre-despatch checklist.

The checklist covers key requirements in areas that most commonly see conformance issues and are quite easy to fix.

The pre-despatch checklist is not compulsory for our suppliers to use and we do not ask for it to be included with the pallet. It is a tool that we have provided to assist your team with understanding the industry standard delivery requirements to reduce possible delays or rejections at all DCs across the Woolworths network.

Download the pre-despatch checklist here

Australian Food & Grocery Council perfect delivery project

Our Perfect Delivery Approach is about ‘right first time’ delivery into retail distribution centres.

Through standardising the requirements across leading retailers for the receipt of product into distribution centres, all participants in the supply chain will benefit from increased efficiency and improved processes.

The clear advantages of the Perfect Delivery Approach include:

➔ Reduction of errors and associated reduction in resulting claims
➔ The elimination of costly re-work and corrective action
➔ Improved health and safety
➔ Consistent receipting practices, reducing delays

In short, our vision is to align requirements for delivery across the major retailers so standards are aligned. This will provide suppliers with a consistent approach to delivery requirements.
Pre-Despatch Checklist
Common requirements for all deliveries into Woolworths, Coles & Metcash DCs

Date of Despatch: 
PO Number: 
Number of Pallets: 
Checked By: 

Pallet Checks
- All boards and bearers are within tolerances of pallet quality specifications
- Lead boards are square with bearer, or at no greater than 15mm pushback?
- All stock is centred on the pallets and no product or slipsheets overhang the pallet edge
- All pallets are wrapped securely with sufficient passes to maintain load stability in transit
- Stretch wrap is securely bound to the top 30-50% of the wooden pallet
- Stretch wrap is applied neatly, with no “tails” or “dags” at risk of becoming loose
- No loose sheets of paper have been placed between wrap and product

Carton Checks
- GTIN barcodes are visible on fork-entry sides of the pallet (for at least some cartons)
- No cartons are damaged, crushed, leaking, moisture-affected or spilling product

SSCC Label Checks
- SSCC labels are in place on both of the pallet’s fork-entry sides
- SSCC labels are on the right hand side of the pallet face, at 400-800mm from ground level
- Both SSCC labels - on the front and back fork-entry sides of each pallet - are identical
- Both SSCC labels on each pallet match the actual product contained within that pallet
- Both SSCC labels are clearly visible, are not wrinkled, damaged, dirty or poorly printed

Checked By Team Leader:

Other Issues Identified:

NOTE: this document is intended as a support tool only. Suppliers should note that:
- The following guidance is not exhaustive and Suppliers should reference retailer guidelines where more-detailed information on requirements is appropriate.
- Chain of Responsibility (CoR) requirements are paramount and the advice here is subordinate to any CoR outcomes and obligations.
Suppliers should discuss any potential CoR issues with trading partners prior to adopting the advice above.

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