

## SECTION 2 INTRODUCTION & OVERVIEW

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### 2.1 INTRODUCTION

KiwiRail provides a complete freight handling service throughout New Zealand. It does so with three extremely important objectives in mind. They are:

- ➔ **SAFETY** of the public, customers and employees.
- ➔ **QUALITY** of our service, to ensure all freight is handled and delivered on time and damage free.
- ➔ **PROTECTION** of all equipment, wagons and vehicles.

This Manual , the KiwiRail Freight Handling Code, has been written to help everybody achieve these objectives. It contains guidelines and rules to assist with all aspects of the stowage, storage and transportation of freight.

The guidelines have been presented in pictorial form, where appropriate, to illustrate the key points being explained. Some of these diagrams are available as wall posters.

This document must be read in conjunction with the “Freight Handling Code Amendment Notice” which contains any updates added since the current issue of the Freight Handling Code was published.

## 2.2 INNOVATIVE IN TRANSPORT

### **KiwiRail will be**

- ➔ New Zealand's leading transport company, providing a comprehensive range of innovative services to grow the freight and passenger markets.

### **For our customers, we will**

- ➔ Be innovative.
- ➔ Enhance value.
- ➔ Be competitive in price and service.

### **For the community we will be**

- ➔ Environmentally responsible.
- ➔ Safety conscious.

### **For our people we will**

- ➔ Encourage participation.
- ➔ Be a good and fair employer.
- ➔ Be a safe operator.

### **For our shareholders we will**

Grow the value of the Company.

**And in all ways we will strive for excellence.**

## 2.3 PREVENTION

Prevention is better than cure

When loading and stowing freight, we must remember that it takes much more force to stop a load that has started to move than it took to move it in the first place

It also takes much more effort to put right any damage than to prevent the damage from happening.

The key to successful freight handling is putting that extra effort into **prevention** so the emphasis in this Manual is placed on such preventative techniques in the first place.

Whilst it may take a few minutes longer to stow the freight safely and securely, that extra effort pays off in the long term through improved reputation, service quality, safety and cost control.



## 2.4 OVERVIEW OF THIS MANUAL

### STRUCTURE

Sections 1, 2 and 3 provide an overview of the principles which are important to KiwiRail. Section 3 also defines the terminology used throughout the Manual, and lists the equivalent references in the NZTA 'Truck Loading Code'.

Section 4 defines the contractual terms on which KiwiRail accepts goods for carriage.

Sections 5, 6, 7 and 8 provide guidelines that are applicable to **most** types of freight.

Sections 9 onwards provide guidelines for **specific product (or commodity) types** of freight.

### SYMBOLS

Throughout this Manual, the following symbols have been used consistently:

- ➔ The **arrow** symbol highlights a key point or rule.
- ✓ The **tick** indicates something you should do.
- ✗ The **cross** indicates something you should **not** do.

**2.5 CODE AMENDMENT NOTICE**

Approved additions and alterations to an issue of the Freight Handling Code once it is published will be means of the “Freight Handling Code Amendment Notice” which is to be treated as a supplement to the Freight Handling Code by users (Refer 2.1).

This is a standing notice to which are added all such additions and alterations. Each time such a change is added to the notice, the date of the notice is changed to the current date and its sequential number advanced. The amendment notice is cumulative, all previous additions and alterations remain on the notice until they are incorporated into a new issue of the code.

When a new issue of the Freight Handling Code is published, the contents of the latest amendment notice will be included in (or be superseded by) the new Freight Handling Code issue and an updated Amendment Notice issued on the same day as the new Freight Handling Code issue. This amendment notice title will then refer to the current (new) issue number of the Code and state that there are no current additions or amendments. The amendment notice sequential number will be reset to 001.