

DELIVERY GUIDE – CITYSCAPE RANGE

Satu Bumi places a high emphasis on the minimization of transport costs for its customers. In fact, in most circumstances, we see our low transport costs as a distinct competitive price advantage. Satu Bumi ships its products to each of the major ports in Australia in standard shipping containers. Our customers, in most cases, are then only charged for the transport of their orders from our warehousing facilities at each port to their designated delivery site. This approach to transport charges can often be a significant cost saving compared to expensive interstate trucking charges.

In addition, since Satu Bumi delivers its GRC products to construction and landscaping projects Australia wide, it understands that each project can have its own specific logistical requirements. From the delivery of a small number of planters to the use of multiple trucks in the delivery of hundreds of very large planters for multi-level construction projects, Satu Bumi has the experience to work with its customers to ensure that deliveries arrive at the right place, at the right time, and in a cost-effective way.

To enable Satu Bumi to provide the most appropriate delivery service, customers must select which of the following service categories is appropriate for their requirements at contract stage: -

- Curbside delivery
- Roadside delivery
- Container direct delivery
- Warehouse pickup

If the delivery method chosen needs to be amended, additional costs / a credit note may apply for the change in delivery method.

The appropriate delivery service that is right for you will depend on a balance between its suitability to the project logistics and cost. Therefore, to help in making that decision, each of the delivery service categories are described in more detail below.

■ Curbside Delivery

This is Satu Bumi's most common delivery option whereby Satu Bumi will arrange all the transport logistics associated with delivering and unloading an order at a designated site. For practical and occupation and health requirements, curb-side deliveries generally require the provision of two men to do the unloading and this is reflected in the "Curb-side Delivery" charges.

The curbside delivery service has the following key attributes: -

- Goods will be unloaded from a truck to the curbside of the project.
- The customer provides the equipment and resources to move items from the curbside.
- Products are stacked up to four high. If single stacking is required, additional costs may apply.
- A two-hour window is provided for unloading on site. After this time additional costs may apply.
- Generally, only one truck load can be delivered per day to each site.
- Product placement is not included.

What are the customer’s responsibilities with curbside deliveries?

- The customer must advise Satu Bumi if there is difficult access such as narrow streets, one way traffic, low lying tree branches, powerline hinderance, uneven surfaces, steep inclines, stairs, or anything else that may slow down or delay delivery to the curbside.
- The customer must allow up to five business days for Satu Bumi’s Project Administration Team to arrange and confirm all curbside delivery bookings.
- If unloading using a Crane Truck, please allow additional unloading time on site.

What is provided by Satu Bumi?

- Suitable product packaging.
- A suitable truck(s) type which would typically be one of the following: -

Type	Stacking	Method of Unloading Trucks
Tail-lift Truck	1-4 high	Pallet jack – Supplied with Truck. Goods dropped to the curbside, placement into position on site/ installation is not included.
Crane Truck	1-4 high	Slings – Supplied with the truck. Please discuss this option with Satu Bumi when placing your booking to ensure this is considered in the loading/delivery plan. Certified lifting lugs – Embedded in the product if ordered. Lifting lugs are an optional extra added during the production stage. Please discuss this with Satu Bumi if you wish to use them for lifting planters with a crane because the lugs may require engineering certification.



EXAMPLES OF CRANE AND TAIL-LIFT TRUCKS

■ Roadside Delivery

This delivery option provides the transport of an order by one driver but does not include the unloading of the products from the truck. This transport option is less expensive than “Curbside Delivery” because only one delivery person is used, and no unloading expertise or equipment is provided by the transport company. However, the customer must use its own resources (usually including a forklift or a crane) to unload the order from the delivery truck. For this option to work well, the customer needs to be well organized at the delivery site to manage the unloading process.

The roadside delivery service has the following key attributes: -

- The customer unloads the order from a truck.
- Products are stacked up to four high. If single stacking is a requirement additional costs may apply.
- A two-hour window is provided for unloading on site. After this time additional costs may apply.
- Generally, only one truck load can be delivered per day to each site.
- Product placement is not included.

What are the customer’s responsibilities with roadside deliveries?

- The customer must provide the equipment and resources to unload the truck.

- The customer must advise Satu Bumi if there is difficult access such as narrow streets, one way traffic, low lying tree branches, powerline hinderance, uneven surfaces, steep inclines, stairs, or anything else that may slow down or delay delivery to the curbside.
- The customer must allow up to five business days for Satu Bumi’s Project Administration Team to arrange & confirm all bookings.
- If unloading using a Mobile or Tower Crane, it is advised that a whole day should be allowed for the unloading of your delivery.

Type	Stacking	Method of Unloading Trucks
Tautliner Truck (Enclosed)	1-4 high	Forklift – Supplied by the Customer. The customer will need access on site to take product from both sides of the truck Extended tines on the forklift are required if the product is over 1200 mm wide.
Flat-bed Truck (Open)	1-4 high	Tower/Mobile Crane – Supplied by the Customer. Slings – Supplied by the Customer. Please discuss this option with Satu Bumi when placing your booking to ensure this is considered in the loading/ delivery plan. Certified lifting lugs – Embedded in the product if ordered. This is an optional extra added during the production stage. Please discuss this with Satu Bumi if you wish to use them for lifting off the truck, or for subsequently lifting by crane, because they may require engineering certification and the loading / delivery plan may need further consideration. Forklift – Supplied by the Client. If using a standard forklift, keep in mind that you may have to take product from both sides of the truck. Extended tines on the forklift are required if the product is over 1200 mm wide.



EXAMPLES OF TAUTLINER TRUCKS AND FLAT-BED TRUCKS

■ Container Direct Delivery

This transport option is generally less expensive than either of the “Curbside Delivery” or the “Roadside Delivery” options. However, it is not suitable for all projects. Therefore, the detailed requirements of a “Container-direct Delivery” should be discussed with your Satu Bumi Account Manager before it is chosen. With this option: -

- The customer’s order will not be unpacked from its shipping container(s) at the port.
- The fully loaded shipping container will be lifted onto a container truck and delivered directly to the delivery site within two days of being unloaded from a ship.
- The shipping container will then be left at the delivery site for 24 hours to enable the customer to complete the unloading using its own resources (usually including a forklift or trolley jack).
- The empty container will then be picked up by the transport company.



EXAMPLES OF THE TYPE OF SHIPPING CONTAINERS SATU BUMI USES

What are the customer’s responsibilities with container direct deliveries?

- The customer must be prepared to receive the shipping container within 2 days of unloading from the shipping vessel at port.
- The customer must ensure there is a space for the shipping container(s) to be dropped on site.
- The customer must be responsible for unloading the goods from the container. The use of either a forklift or a trolley jack is recommended, depending on the sizes and weights of the products.

- The customer must ensure that the container is clean and ready for pick-up within 24 hours from its arrival to site.
- Failure to meet the above criteria may result in additional charges.

Warehouse Pick-Up Option

The least expensive transport option from Satu Bumi is where the customer handles the transportation logistics itself. With this option, Satu Bumi arranges access to its port-warehouse facilities for customers to collect their own orders using their own transportation resources. There are still some small costs associated with this option relating to the use of the warehousing facilities. However, it can be an attractive option for customers that have their own trucks.

Packaging

Satu Bumi's CityScape planters typically come packed in a combination of cardboard and timber on individual timber pallets with a convenient four-way forklift entry. However, if the planters are required to be moved with a forklift or trolley jack after or during initial installation without the pallets, consideration should be given to designing forklift entry points into the actual planters at shop drawings stage.



PRODUCT PACKAGING SATU BUMI USES FOR ITS CITYSCAPE RANGE

Stacking

Satu Bumi's standard pallets can be delivered on a truck stacked anywhere from 1 to 4 high. However, if you think stacking is potentially going to cause any issues during unloading on site, please discuss the option of single stacking with Satu Bumi. Additional costs may apply for single stacking.



EXAMPLES OF SATU BUMI PLANTERS IN THEIR PACKAGING WHEN THEY ARE STACKED

Customer Support

Satu Bumi is happy to work with you to explain anything that is not clear in the above information and to help work out which is the most cost-effective way to get your orders to the right location on time. If you decide not to use the transport service provided by Satu Bumi, we would be comfortable to work with whatever transport company you want to use to achieve the best result.

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