



Returning equipment to Warehouse Stores safely

WHAT HAPPENED?

It has come to our attention that equipment returned to our warehouse stores have arrived posing safety risks. These include unsuitable or deteriorating packaging or not appropriately secured to the packaging.

There are also instances where prior approval as per TP.SS 01.42 Materials Management has not occurred, which prevents the warehouse team providing advice on safety and suitability of load, prior to delivery. The arrival of such loads may pose a risk to those unloading, and all in the vicinity of the load.



ROOT CAUSE

- Returns process not followed as per TP.SS 01.42 Materials Management: returning Transpower materials and no Material Return Form completed, including photos where required.
- There was insufficient communication by the sender with Procurement before equipment was returned. (e.g. the mailbox in learnings and requirements below).
- Warehouse team potentially unprepared for the load.
- Equipment was not packaged in-line with Service spec or in a safe condition.
- Equipment not suitable for return to warehouse (i.e. scrap material).

LEARNINGS AND REQUIREMENTS

- To reduce the H&S risks to our warehouse team, do not send scrap back to the warehouse. Dispose of as agreed with Transpower.
- Equipment (not scrap) to be returned must be returned as per Service Spec (i.e. safely packaged and secured). This protects the Health and Safety of the logistics chain (the loader, the driver, other road users/Public and the receiving warehouse team).
- You must contact the Procurement email address prior to returning any equipment to our warehouses: Procurement-returnsandfaultymaterials@transpower.co.nz

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