

### Aim

This document describes the requirements for refrigerated vehicles delivering chilled products to ensure that the refrigerated items are delivered into the Coles Distribution Centre in ideal condition.

### Key Points

The following key points are covered by this document:

- **All refrigeration units must be kept running at all times** when product remains in the vehicle, even when the unit is parked and on the dock. No refrigeration units should be switched off whilst product remains in the vehicle at a Coles DC site.
- The responsibility for the condition of the product in the vehicle remains with the driver of the vehicle until the DC Team have inspected the product and accepted that the stock is within temperature guidelines, or referred it to the Coles QC Team for acceptance (according to the Coles Procedure *07.01.02 DC Temperature Procedure* available internally on [SharePoint](#), or externally on the [Supplier Portal](#)).

### Procedure

#### Vehicles and Containers Fitted with 'Barn Doors'

The DC's receiving team/office will manage the driver time sequencing of opening the trailer barn doors, backing the trailer onto a DC door and the subsequent opening of the internal DC door by the DC receiving team

If a DC Receiving Team Member is not ready/available to unload and receipt delivery, the driver is to remain with the vehicle, or in the drivers break room with their mobile telephone awaiting instruction. **The 'Barn Doors' must remain closed** and the refrigeration unit **running** until directed.

When a DC Receiving Team Member is ready/available to unload and receipt delivery the driver is to alight from the vehicle. The 'Barn Doors' can now be opened before backing the vehicle onto the dock. This will minimise warm air being drawn into the trailer/container. The refrigeration unit is to remain **running**.

Once the Vehicle has engaged with the dock, and the DC dock light has turned 'green', the DC receiving door must be opened within a maximum time of 5 minutes to allow the vehicle to become an extended unit of the DC refrigeration. The DC Team may not immediately unload the vehicle now that the DC chiller air circulates through the vehicle, though unloading is to commence within a maximum time of 30 minutes to prevent warm air entering through the DC door seals. The vehicle refrigeration unit is to remain **running** up to and throughout unloading.

**NOTE:** Containers requiring independent power units must have the external unit left **running** whilst the unit contains product, whether waiting unloading or during unloading. Containers requiring external power must be unloaded by DC Team immediately the container being decoupled from the delivery vehicle's power, and then ensure that the refrigeration is left **running** during unloading.

#### Vehicles Fitted with 'Roller Doors'

Vehicles to engage with the allocated dock with the refrigeration unit to remain **running**.

When the DC dock light has turned 'green', the DC receiving door and the vehicle roller door can be opened to allow the vehicle to become an extended unit of the DC refrigeration, though the vehicle refrigeration unit is to remain **running** throughout unloading.