

# FLAMINGO GAS PTY LTD Dog Safety Policy

## What is the policy?

Flamingo Gas will be requiring all dogs on customer sites to be suitably restrained before we are able to complete a delivery.

This can be confirmed either visually at the site by the driver, or through direct confirmation from owners at the time of the delivery confirming that all dogs on the property are suitably restrained or locked away.

We will be taking these steps for all dogs, irrespective of their size or breed. If we arrive at your premise and your dog/s are not suitably restrained, we will be unable to enter and your delivery will be rescheduled for the next delivery day in your area. Failed delivery charges may be applied.

Customers are responsible for registering your dog via our website or calling our office staff to update your records.

# What does "suitably restrained dog" mean?

An unrestrained dog on your property is a hazard for our staff. Dogs can directly cause bites, chase, growl, escape and indirectly act as distractions or trip hazards while our staff are handling heavy cylinders and trolleys.

So, you'll need to make sure your dog can be visibly sighted as restrained when we visit your property, or personally confirm they are restrained before we enter your property.

To confirm your dog is suitably restrained, we must be able to visibly sight your dog and confirm it is:

 Placed securely in a yard or area completely separated from where the gas setup is located (i.e. locked behind a fence where they can be visibly sighted as restrained);

or

- Isolated by either a substantial rope or chain secured to an appropriate anchor point on the
  ground or to a fixed fitting to ensure our safe access to the gas setup. If you chain your dog,
  please remember you're responsible for ensuring they have appropriate water, shade, and
  food.
- If necessary, we may need a direct response to our phone call or text to confirm your dog is
  restrained when our drivers arrive at your property for a delivery, otherwise we may have to
  reschedule the delivery for you.

<u>Please note</u> that it is not adequate to offer to hold a dog by hand- i.e. via a collar, holding part of the dog's body, or having the dog in your arms. We'll consider the premises unsafe to enter if you offer to do this.

#### How to make your property safe for our drivers

When you know we're coming, we ask that you make a few easy preparations. Completing these steps before we arrive means we can do our job as quickly and safely as possible.

You can help us by:

- Registering your dogs with us online <u>Click here to register your dog</u>. Alternatively, you can give us a call on (02) 4577 8886 and we can update your customer profile with your dog's details.
- Arranging with us to exchange cylinders at a safe and accessible location on your property if there are temporary or permanent access issues, or dogs cannot be restrained.

## How do we decide if your home or business is safe to enter?

Before every delivery, our staff are required to undertake a quick risk assessment of your premises.

Your premises will be determined safe to enter if:

- There are no dogs on site, or
- All dog/s on site are sighted or confirmed as securely isolated from where our work is needed;
   and
- The site is in a condition that does not place our drivers at risk.

Your premises will be determined not safe to enter if our staff observe:

- One or more unrestrained dog/s on site, or
- Where they know a dog is normally on-site, they are unable to confirm if it's 'suitably restrained' or isolated from all areas we need to access.

Please note, as a small business we are unable to call and confirm each delivery and our exact timing. Properties should be left in an accessible and safe state between 7am – 3pm for our drivers on your delivery day. Please refer to the delivery schedule on our website or give our friendly staff a call on (02) 4577 8886 if you have any questions.

## A message from the owners of Flamingo Gas

No job should put any individual in our community at risk, and we will be ensuring that our people make it home to their families safely, and without injury, every day.

We understand that this will require you to make alternative/special arrangements and needs extra communications on both of our parts, but we believe we must work together as a community to keep each other safe.

We thank you for your cooperation and are happy for you to reach out and discuss this policy with us directly if you would like to.

Best regards,

Rodney Flynn (Director)

David Slater (Director)