

SUPPLY OF PLANTS - PACKAGING & HANDLING

Guidance Notes for Customers (Unloading Responsibilities)

Your quotation/purchase includes a number of plants or large plants. These come with additional Health and Safety issues relating to their safe handling and movement. We aim to keep you, our staff and the public safe and the plant healthy. Please take a moment to read these general notes which will assist you in completing your own H&S Risk Assessment and method of operation. This is important as circumstances at each delivery site can be different.

Please Note: Our drivers deliver to kerbside from a hard road in 3.5 tonne to 15 tonne vehicles. We anticipate our customers will be present to receive the delivery and assist with the unloading. If requested to drive off the hard road we require indemnity against any damage etc. which may occur and the driver will require a signature to authorise this.



Pallet collar & 10L pallet



Pallet collar 3L & stillage



Danish CC trolleys



RBs need careful handling due to weights and require risk assessments



Specimens & 3.5t vehicle

Format of Plants	Weight of Load	Unloading Method	Customer Obligation
2 & 3 litre pots Packed in pallet collars or crates Approx. 250 plants	300 - 500 Kg per pallet	Lorries equipped with tail lifts and pallet trucks. For kerb side delivery on to solid ground (Pallet truck won't move on gravel)	Fork Lift offloading whenever possible Essential when pallets double stacked
10 & 25 litre pots Stacked vertically on pallets	200 - 300 Kg	As above	As above
Stillages Cages with variable shelves Plants stacked vertically	500 - 600 Kg	As above Stillages are returnable	As above & to unload stillage promptly for return with vehicle
Danish CC trolleys Variable shelving to hold plants vertical	200-250 Kg	As above - returnable or exchange with valid CC tags Wheeled so deliver to hard surface	To unload or exchange with empty CC trolleys and shelves
Trees bare rooted Up to 16cm girth	Up to 25 Kg	Manual unloading from vehicle Handle with care to avoid damage	Staff to accept tree at ground level and stack appropriately
Trees root balled Up to 16cm girth	Up to 100 Kg	Mechanical assistance required	Staff & mechanical off-loading i.e. fork lift ***RECOMMENDED***
Trees root balled 18-20cm & larger (ask above 25cm)	From 150-250 Kg	Trees may be stacked on top of load Unloading can not be safely handled by Driver alone	Staff & Mechanical offloading i.e. fork lift ***ESSENTIAL***
Large specimens & pots > 100 litres	From 150+ Kg up to 2000 Kg	Curtain sided lorry Can not be safely handled by Driver alone	Mechanical off-loading ***ESSENTIAL***

* If mechanical assistance is not provided at the arranged delivery time and we are instructed to unload larger trees and root balls without customer assistance; we will not be liable for any damage to the tree or root ball which may affect the plant's viability to establish on site. Alternatively we may charge standing time or rearrange delivery and this will attract a second delivery charge and possible handling fee.

If unloading is to be without customer assistance please advise before delivery so safe alternative arrangements can be made and include in our charges.



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