



Delivery and unloading Guide

Construction site Logistics



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Contents

Delivery

Conditions	3
Framework	4

Unloading

Types of Trucks	6
Truck unloading and the unloading area	7
Environmental zone / inner city logistics	10
Data privacy information	11



THE IDEAL CONDITIONS



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A smooth process is our aspiration Your support is requested

We have prepared guidelines for you on how to prepare the delivery, so that the goods can be delivered to the construction site or warehouse as easily and on time as possible, so that time delays can be avoided.

We offer diverse options for delivery and unloading at your construction project or warehouse which we constantly improve and develop.
Our aspiration is to meet your needs and requirements at all times.



FRAMEWORK



Delivery scheduling

Standard deliveries (construction site and warehouse) are scheduled between 07.00 A.M.. and 05.00 P.M.

After prior and timely agreement with our customer service team (order.germany@owenscorning.com, phone +49 40 3349 6000 0), we can provide a morning (08 AM - 12 AM) or an afternoon (12 AM - 04 PM) delivery.

In addition, a timed slot delivery may be agreed upon, for which charges will occur.

For delivery notification, we always ask for a contact person and a telephone number of an employee who is present on site.

Unloading times and charges

One hour unloading time is free of charge.

The free of charge unloading time starts with the arrival at the place of delivery. If the unloading time of one hour is exceeded, this is considered an additional service and entitles us to charge for the additional time spent.

Confirmation of delivery

The receipt of a delivery must be confirmed in writing.

The following details must be stated on the delivery note. *

- Date of delivery
- Stamp of the recipient**
- Signature of the recipient.

*For deliveries from our Polish plant, this must be stated on two documents.

**If no stamp is available on site, the name must be provided legibly in block letters.



Important Notice

The decision whether an unloading point can be approached is essentially up to the driver!

Requirements for construction site readiness prior delivery.

The following requirements must be met for delivery:

The Standard delivery is a Semitrailer (16,5 x 2,50 x 4,20 m), if not requested and confirmed otherwise.

Approach dimensions

The approach prior to the delivery place must have at least the following dimensions.

- Approach width: at least 3.50 meters
- Approach height: at least 4.20 meters

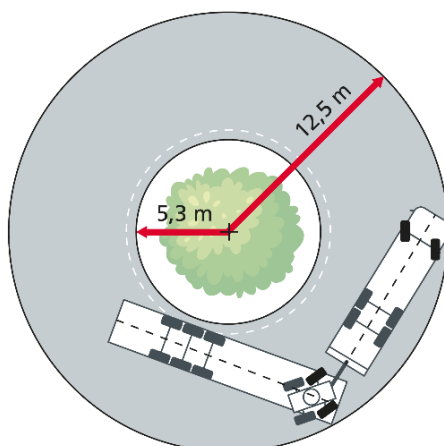
Ground condition

The Trucks are equipped with a rear wheel drive and require the following ground conditions to approach the delivery place.

- paved ground
- Ground level and without slopes
- No freshly tarred driveway

The turning radius

Due to the dimensions and the turning radius of a truck, sufficient maneuvering space is necessary to be able to approach the delivery place and to ensure the departure.











To ensure a smooth unloading, the following points must be complied with:

- Sufficient storage space must be available for the delivered material
- Construction site must be accessible
- Staffed construction site
- Maneuvering space
- Close distance between truck parking and storage space
- Correct contact person at construction side.

Types of Trucks

Overview of vehicle types with which we delivery to you.

*The maximum number of pallets can vary, depending on the truck type and material.

Types of trucks		Total length (in m)	Width (in m)	Min. clearance (in m)	Min. turning radius (in m)	Total weight (loaded in t)	Truck mounted forklift	Lifting roof	Edschar-roof	Taillift	Lift truck
	Truck	7,80* up to 10,5*	2,45	4,20	12,50	12,00-18,00	-	-	-	x	x
	Tarp sprinter	4,00 up to 4,80	up to 2,30	2,30	-	3,49	-	-	-	x	x
	Semi truck	16,50*	2,45	4,20	12,50	40,00	x*	x	x	-	-
	Megatrailler	16,50*	2,45 up to 2,50	4,20	12,50	40,00	x*	x	x	-	-
	Jumbotrailler**	18,75*	2,45 up to 2,50	4,20	12,50	40,00	x*	x	x	-	-
	Truck with crane***	13,40*	2,42	2,40	12,50	20,00	-	-	x	-	-

* The vehicle length is increased by 1,5. meters when a forklift is attached

** Availability may vary depending on the supplying warehouse or plant

*** Only available for delivery's within Austria



UNLOADING AND THE UNLOADING AREA

The OC default delivery term is free curbside and does not include the unloading of the trailer.

If an unloading service is required, we are able to provide this service as per carrier's availability and for a service-fee.

Any specific unloading service like forklift unloading, crane unloading, lift truck unloading must be clearly stated when placing the order and will be charged for. The unloading service will be confirmed according to carrier's availability.

For multiple truck deliveries per day at a construction site, please contact the OC customer service for a sequenced delivery schedule.

The sequencing of the unloading needs to be confirmed by OC customer service according to the possibilities.

Requirements for truck-mounted forklift.



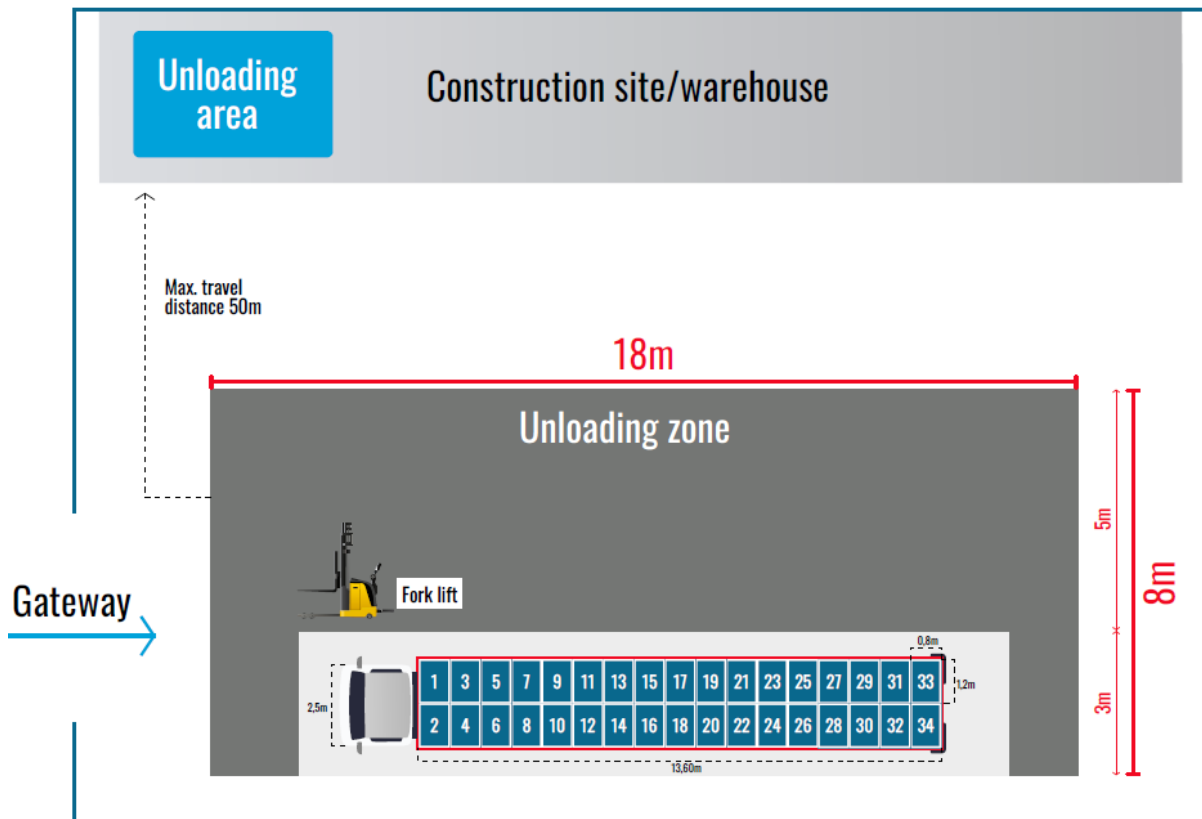
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- Approach height for forklift 2,80 m
- Approach width for forklift 2,30 m

- The unloading area must not be further than 50 meters from the truck
- The unloading area must have at least the dimensions of 25,0 x 8,0 meters
- Unloading over thresholds, steps or curbs is not possible
- The Ground must be firm as well as free of loose plates, boards, etc.
- Any slope leading to the unloading area must not exceed 15 % and must be dry and firm
- Any slope leading to the unloading area must not exceed 15 % and must be dry and firm
- Unloading on elevated surfaces or into underground garages is not possible



Unloading zone



Requirements for tail lift and lift truck unloading

The approach prior to the unloading area and the area itself must have at least the following dimensions and requirements.

- The unloading area may only be 4 – 10 meters away from the truck parking area
- The ground must be level, solid and passable with a lift truck
- Pallets can only be placed one by one.





Requirements for Tarp sprinter with lift truck

- This truck type enables the passage of narrow roads and delivery to hard-to-reach construction sites.

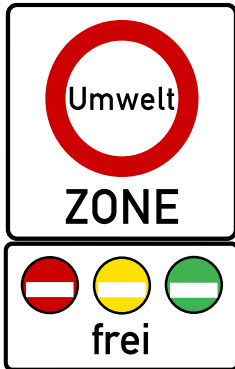


Unloading the truck with a construction site crane

Moving the material with a crane at the construction site requires special attention. Further arrangements should be considered including the following important remarks:

- Unloading of the truck using a crane must be specified when placing the order so that a truck with an Edscha roof can be provided.
- Defining a sequenced truck unloading is appropriate to avoid waiting times and additional charges.





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The environmental and pedestrian area

City center areas may only be entered with an appropriate environmental badge or special permit.

This must be clearly stated to the OC customer service, when placing the order.



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For deliveries in city centers or pedestrian area, the following restrictions must be observed and complied with.

- Delivery times
- Access roads must be approved or closed for passage
- Vehicle Dimension
- Unloading area must be free
- Unloading on or next to tram track is not possible



Privacy policy

Processing of you personal data

We use the data provided by you based on the execution of the contract for the purpose of professional delivery of the goods only to the extent necessary in each case. The processing of your personal data is lawful according to Art. 6 para.1 p.1 lit. b DSGVO. Your data will only be passed on if this is necessary for the execution of the contract. We assure you that we strictly comply with the data protection requirements in this regard. The service companies commissioned by Paroc are contractually obligated in accordance with Art. 28 para.3 DSGVO.

Your rights

According to the applicable data protection regulations, you have the right to obtain information about your personal data at any time. Upon request, we will inform you in writing within one month of receipt of your request, in accordance with the applicable law, whether and which of your personal data is processed by us. Your request may be made in writing. Likewise, you have a right to rectification, restriction of processing or deletion of your personal data collected by us that may be incomplete, incorrect or outdated. We always make sure that your data is only processed if there is a legal permission to do so.

The personal data will be deleted if the processing of the personal data is no longer necessary to fulfill the originally stated purpose or if the personal data is processed unlawfully. In addition, you have the right to receive your data in a structured, common and machine-readable format or to have it transferred to a third party. If you are of the opinion that there has been a violation of the applicable data protection regulations on our part, you have the option of contacting us in writing. Otherwise, you have the right to lodge a complaint with the supervisory authority. To protect your privacy and security, we take the liberty of verifying your identity in advance before we provide you with information by mail or make a corresponding correction or deletion.

Storage period

We delete your data in accordance with the applicable statutory retention periods and obligations

For more information, please visit our website at www.paroc.de

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