



## BUNBURY TOWING & BUSSELTON TOWING

ABN 97 606 529 006

Bunbury Depo: 8 Maxted St, Halifax WA  
Busselton Depo: 60 Roe Terrace, Busselton WA

Telephone (08) 9725 7588 Fax (08) 9725 7411

Email: [reception@bunburytowing.com](mailto:reception@bunburytowing.com)

Website: [www.bunburytowing.com.au](http://www.bunburytowing.com.au)

Hi Team,

We would like to put forward a request to become Preferred Provider and provide the following supporting information:

### 1. IDENTITY OF RESPONDENT

(a) Name of Legal Entity:	Niceride Nominees Pty Ltd
(b) A.C.N ( if a company):	606 529 006
(c) Principle Place of business:	8 Maxted Street, Davenport WA 6230
(d) Business Name:	Bunbury Towing & Busselton Towing Service
(e) A.B.N:	97 606 529 006
(f) Contact Person:	Rhiannon McHaffie
(g) Contact Person Position Title:	Operations Manager
(h) Email:	<a href="mailto:operations@bunburytowing.com.au">operations@bunburytowing.com.au</a>
(i) Telephone:	(08) 9725 7588
(j) Facsimile:	(08) 9725 7411
(k) Address for all correspondence	8 Maxted Street, Davenport WA 6230

### 2. SERVICES PROVIDED

**2.1** Towing, transport and storage services are provided for the South West and to Perth as required. All transport is via road on either: tilt tray, super tilt, low loader, heavy tow truck or 4x4 recoveries.

Bunbury and Busselton Towing provides a 24/7 towing and recovery service and with call centre and drivers available every day of the week 24/7. The call centre is manned daily by a minimum of 3 operators and afterhours operations are manned by a team of five experienced operators that are rostered on call to manage and distribute the jobs and communication to drivers.

There are backup systems in place if the call centre phone is down for some reason, other numbers are made available that will ensure a job is never missed.

Bunbury & Busselton Towing have tow trucks based throughout Bunbury, Eaton, Australind, Capel and Busselton.

### **3. LARGE FLEET & EQUIPMENT**

**3.1** All trucks of Bunbury & Busselton Towing and its approved contractors are kept and maintained in good order and condition for immediate use. There are sufficient trucks available across the South West to provide a responsive service to its customers 24/7.

The fleet is adequately insured including on hook Marine Transit Insurance and is kept registered, roadworthy, serviceable, clean, neat and properly maintained and presented at all times.

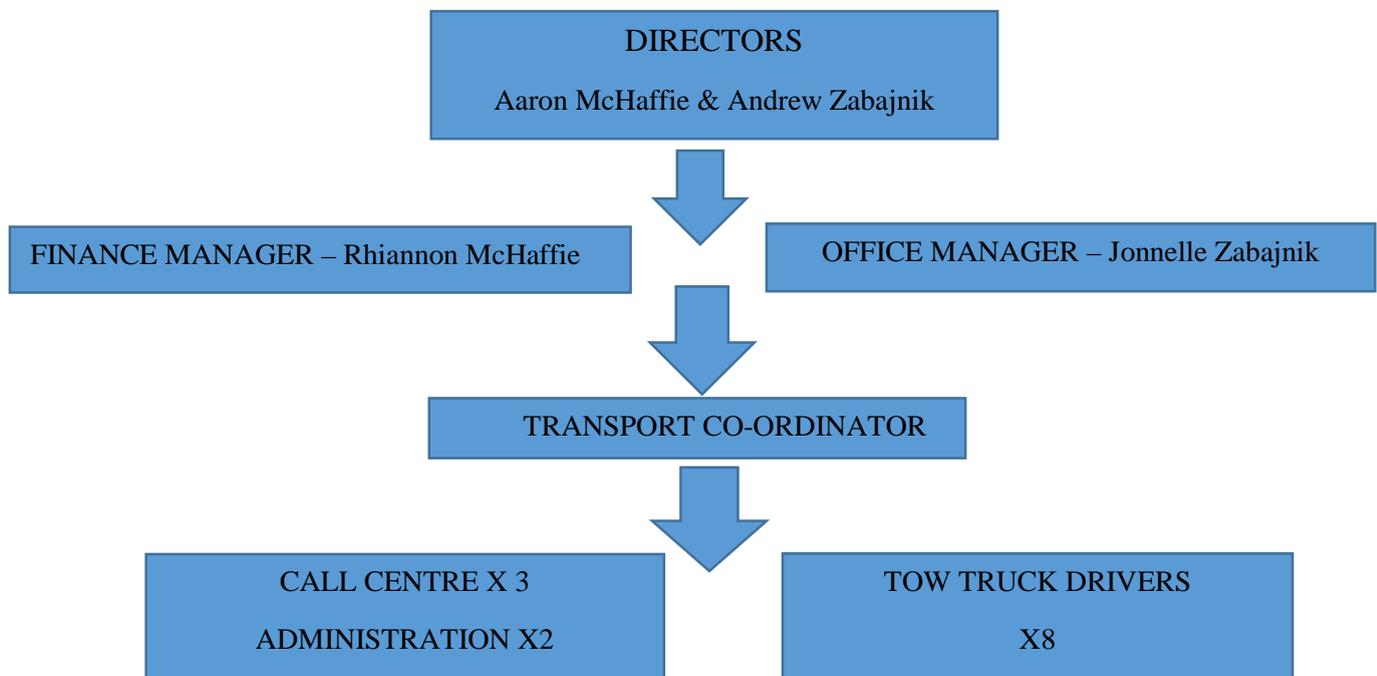
**Bunbury and Busselton Towing's Fleet consist of the following:**

**1x Class 1 Tow Truck**  
**5x Class 2 Tow Truck**  
**2x Class 3 Tow Truck**  
**1x Super tilt trailer with dual winches**  
**1 x Low Loader**  
**2x Off Road 4x4 Recovery Vehicles**  
**2x Vehicle Trailers**

**Bunbury and Busselton Towing fleets are fitted with the following equipment relevant to the particular vehicle:**

- **Hazard warning lights**
- **GPS Navman installed in all trucks since 2012 for navigation, reporting and office communication**
- **Equipment for cleaning roadside debris: brooms, shovel and buckets.**
- **Adsorbent material for liquid spillages**
- **Light boards as needed**
- **Tow hitches and under lifts**
- **Assorted Tools**
- **Traffic Cones**
- **Heavy Duty Torches**
- **Ekebol fittings on trays**
- **Strap, Ratchets, Chains, Jinkas and other restraints**
- **Winches**
- **PPE**
- **First Aid Kits**
- **Authority to Tow Dockets**
- **Fatigue Management Records**
- **Pre-start Maintenance Reports**
- **Fire Extinguish**
- **Signage with Company Name, Logo and contact numbers**
- **Vehicle loading ramps**

## 4. ORGANISATION CHART



## 5. OPERATIONAL STANDARDS

### 5.1 QUALITY TOWING SERVICES

All employees and/or contracts have been trained in and comply with Towing Service Standards, Chain of Responsibility legislation, all Occupational Health and Safety Legislation and Standards, security and confidentiality requirements.

The Transport Coordinator is certificated TLIF30934A – Implement Chain of Responsibility Regulations with a complete training system implemented throughout the business to all staff in 2014.

All drivers are trained with an accredited external training company in the accredited course TILT TRAY (TLID3014A Load and Unload Vehicles Carrying Special Loads). This course covers loading and unloading of special goods on to all tilt trays, dangerous goods information, load restraint and completing all relevant documentation.

There is an internal program of on-going training in-house that support this course that covers practical and theory components of the work including online safety inductions and other relevant such as Driver Fatigue Management, Reporting a Hazard and General OSH Inductions.

Over the many years the business has worked to develop, implement and continues to review a comprehensive Procedures and Protocols handbook including ensuring all staff are trained in the Chain of Reasonability legislation.

The GPS Navman communication and mapping system is in all trucks producing satellite information and a strong communication mechanism between call centre and the drivers. In addition various reporting ability to estimate time of arrivals and management of drivers fatigue are assisted by these drivers.

## **5.2 APPRECIANCE & MAINTENANCE OF EQUIPMENT**

All trucks and equipment is maintained to the highest level with regular servicing, replacement and repair as required by a certified mechanic or repaired.

Any faults, changes or repairs are recorded on the daily and weekly pre-start sheets that are then reviewed by a senior management and actioned as required.

Detailing and servicing, repair and maintenance records are kept of all the fleet.

## **5.3 PERSONNEL**

All employees or approved contractors of Bunbury Busselton Towing are required to provide police clearance, integrity checks and reference checks, current relevant drivers licences/dangerous goods/MISC license and certifications and present in a neat, tidy, drug and alcohol free condition at all times.

All the trucks are smoke free and maintained to a clean and tidy level that is audited and reported on frequently.

All drivers will present in an identifiable uniform and display an identification tag showing they are Bunbury Busselton Towing employee or contractor; this identification is on the driver at all times.

Drivers have a strong level of experience, training and expertise in towing and transportation that is monitored and updated as needed.

## **6. STORAGE YARDS**

Secure yards are available at locations in Bunbury and Busselton. These yards have in place various methods of managing the risk of security breaches including, fencing, lighting, and cameras.

## **7. INSURANCES**

Bunbury Busselton has Public Liability Insurance to the value of \$20 million, worker's compensation, motor vehicle/truck insurances and marine transit.

## **8. PRICING**

**Lets Talk**

We look forward to being able to work with you. If you require any further information, please feel free to give me a call.

Kind regards

Rhiannon McHaffie  
Finance/Operations Manager

## Our 4X4 Recovery Unit



## Our well Maintained Fleet



**Our Super Slide & Tilt**



**Our Heavy Wrecker**





"WE ARE HOOKED ON YOU"

9725 7588

24 HOURS 7 DAYS A WEEK

PROUDLY AUSTRALIAN OWNED AND OPERATED

#### Why one call to us, sorts it all

Our promise, is to service our customers' needs safely; effectively; efficiently and with **expediency**, after receiving YOUR CALL TO ACTION. One call, sorts it all - as you **get direct access** to the **EXPERTISE** you need to solve any challenge relating to your transportation needs.

On duty, 24 hrs a day, 7 days a week; every day of the year - **we are here for you!** We value our services and given the opportunity; we know; **you will value our services too!**

Get a **QUOTE** from us **TODAY!**

#### Our Core Operations

- **Rapid Deployment Recovery Vehicles - for all your Accident & Breakdown needs**

**Truck Fleet Coverage** - Our dispatch operations are well supported by the latest technology tracking systems; and **we are always closer than you think.** Our recovery vehicles extensively service the Southwest and cover unique projects all over Western Australia.

Our pricing is **competitive; cost effective** and represents **value for money.** We commit to a sound quality framework as per our **Quality Policy.** Our level of quality of service delivery is second to none as reported to us constantly from our satisfied customers. We also commit to maintaining highest possible operating standards, always, as per our **Operational Policy** commitments.

**Industry Experience** - Our Competent operators hold collective transport industry experience well over 45 years. Together, we have serviced clients in the commercial; mining; marine and agriculture sectors. We can handle both local and long haul projects for your general freight needs and unique heavy industry consignments. All drivers hold MSIC clearances ready for shipping sea container movements from our wharfs.

Email: [reception@bunburytowing.com.au](mailto:reception@bunburytowing.com.au) Website: [www.bunburytowing.com.au](http://www.bunburytowing.com.au) Facebook: [www.facebook.com/bunburytowing](http://www.facebook.com/bunburytowing)

BUNBURY FACILITY: 8 Maxted Street Davenport 6230 BUSSETON FACILITY: 60 Roe Terrace Busseton 6280

- Member of MTA WA - Capricorn Society - HVIA - Heavy Vehicle Industry Association

DIRECTOR: Aaron McHaffie MOBILE 0429 113 822

DIRECTOR: Andrew Zabajnik MOBILE 0458 814 949

**Safe and Legal** - Certificates of Currency - (on request) - We hold extensive insurance coverage for all fleet management and storage solutions.

**Business Ethics** The core of our organisations' culture and commitment is based on '**good governance**' and '**good practice**' throughout all our operating integrated systems. In all aspects of our daily business dealings with you; we stand steadfast to the principles outlined in our Business Ethics Policy.

**Environmental Health & Safety EHS Management** we have adopted 'good practice' throughout our Safety and Environmental development. We conduct our daily work task activities as per our safe systems of work, always. We are proud of our continual sound safety and environmental performances and ongoing continual improvement. We also participate in third party EHS audits and bi-annual Safety Management Reviews with independent consultants. Our company is proudly proactive and we are meeting our aims and objective targets.

We hold **Transport Accreditation** for Maintenance; Fatigue & Mass Dimension Load Restraint Modules - Drivers are Certified for Load & Unload Training TLID3014A competency. We also hold **Preferred Contractor Status** with major commercial industry identity stakeholders.

**Our Public Relations & Quality Policy Commitments:** - We never lose sight of the most important person in our business - **our clients.** We value every customer connection, whether that be a one-off interaction or servicing our repeat clientele. We want you coming back and we deliver above expectations to ensure you remember our LOGO. Everyone on our team adheres to our **Public Relations Policy.** We know people do business with **who they like;** which comes from a **good experience**

and **value for money** and that is our desired intention when doing business with you - you will enjoy the journey with us.

**Training & Induction:** Our in-house training incorporates Public Relations Guidance in alignment with our Policy; as we believe in excellent customer relations. All staff are involved in these processes, including our drivers as we understand Customer Relations Management and attitude is everything. We drive and foster the **can-do attitude** as the norm, in our workforce.

#### Our Diverse Fleet Management includes: -

**Heavy Recovery Wrecker; Recovery Tilt Tray Trucks; Various Semi Trailers; Specialised Low Loaders; Flatbed Tow Trucks; Oversize Loads plus Vehicle Pilots; Tilt Trays; Dual Cab Trucks and Company Courtesy Cars - Specialised Superlift** - The most technologically advanced slider trailer and tilt trailer - **Specialised 4 x 4 Vehicle** - Our drivers are competent to handle unique recovery situations - when stuck in the beach; bush; mud or swamp or steep terrain, our 4x4 vehicle with specialised recovery winches and other equipment used by our experienced operators will free you. **Also, General & Specialists Equipment Transport** is handled by us with ease.

#### Additional Unique Services

**General Storage Solutions:** Undercover security storage solutions for - trailers; boats; caravans; campers; motorhomes; vehicles; containers; transportables etc.  
**- Marine Concierge & Storage Solutions** - We will pick up your boat from the Marina + give it a high soapy pressure clean + engine flush + store it = secure undercover protection from the elements and unwanted damage and theft. Then drop it back to the Marina on demand, where we will attend to an engine run-up and have it ready and waiting for your arrival. No better Lifestyle awaits and affordable too!