

CONCARGO TIPPER DIVISION



Synergy at your service®



FLEET

Only best equipment is utilised resulting in a modern and technologically advanced fleet. This strategy is supported by a meticulously applied preventative maintenance programme affording uptime far above the industry norm.

We currently have access to more than 500 interlink tippers, dedicated to carry export products from the mines directly to the harbours along the Maputo, Durban and Richards Bay corridors.

SELECTION

Our sub-contractors are selected to meet our customers' specific requirements with regards to good standing, business acumen

DRIVERS

Drivers are engaged on strict criteria. Formal induction and ongoing skills development training ensures awareness of responsibility to customers and road users

DRIVER SAFETY AND AWARENESS

On appointment, every driver is put through a stringent training program. This training program concentrates on all aspects of safe and correct driving techniques, as well as on the individual requirements of each client. Vehicles and drivers are also equipped with all the necessary safety equipment to comply with legislation and customer requirements.

Each vehicle is equipped with a state of the art tracking system, which is a perfect tool in managing vehicle movement, and to monitor adequate daily resting periods for drivers.

The impact of hazardous spills on the environment and human life can be devastating and costly.

All Concarga's contractors are equipped with emergency cleanup procedures to immediately attend to any spills.

OPERATIONS

Dedicated contract management oversees operations proficiently from 24/7 control rooms boasting the latest in satellite tracking and fleet planning tools. Main operating facilities run with large fleets resulting in significant flexibility for our customers.

The operations team is responsible to keep all clients informed and satisfied. They communicate frequently with each driver to ensure that drivers stay informed about clients and their route. Drivers report all incidents to operations, which personnel will immediately attend to and resolve.

Proper breakdown procedures are in place to deal promptly and effectively with all such incidents. En-route breakdowns are handled by **Concarga's** contingency network in conjunction with vehicle manufacturers, and are resolved in the shortest possible time. Clients are kept informed of any possible delays in delivery, as vehicle controllers are in constant communications with technicians and the driver.

Concarga has built a countrywide network of capable and reliable companies, assisting with breakdowns, load shifting, accidents, driver illness, or any other situation that may arise.

COMMUNICATION WITH VEHICLES

Fast and effective communication is of the utmost importance, and **Concarga** prides itself in maintaining professional contact with all their clients. Every effort is made to visit client sites regarding any issues that may place the client relationship in jeopardy.



The client's needs and requirements are thoroughly researched, and accommodated as far as possible.

The vehicle satellite tracking system allows operational personnel to track any vehicle with as little as 30 seconds delay. This tracking system is monitored 24 hours a day and passive tracking systems can be activated.

Vehicles are equipped with radios and all drivers are issued with cell phones. This enables office personnel, drivers and management to stay in touch, and to act quickly when required

SHEQ

Management sustains a zero-tolerance approach to safety, health, environment and quality. A dedicated department manages the micro-risk function of the business. Our mission is to:

- comply with national legislation and international standards,
- maintain a safe working environment with clean work areas,
- cultivate defensive driving techniques for safety on public roads,
- lessen our carbon footprint, and
- promote the highest degree of physical, mental and social wellbeing for our employees.



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