

Stand Down Procedure Customer

FMS20-1.10a

Scope

This procedure covers Flexihire's Stand Down Procedure.

Objectives

To ensure that all customers understand when a stand down request can be made, the types of equipment stand downs can be requested for, and the process that must be followed in order to receive an approved stand down. Definitions

Stand Down

Is a term used for periods of reduced hire charges

Procedures

- ☐ Flexihire Pty Ltd may grant periods of no charge (stand downs) for customers under certain conditions where the equipment is prevented from being used. Stand Down Requests
- ☐ Stand downs will only be issued under the following conditions:
- ☐ The hirer must contact the relevant Flexihire branch prior to 10:00am on the day of the stand down request
- ☐ Equipment must be hired on a daily rate (stand downs are not applicable to special weekly or monthly rates)
- ☐ The hirer must itemise the equipment to be stood down
- ☐ Stand downs only apply to one day at a time
- ☐ Stand downs shall only apply to the equipment as detailed in the table below
- ☐ Stand downs shall only apply to the specific reasons and at the specific rates as detailed below
- ☐ Flexihire have the right to reject any stand down request
- ☐ Requests for stand downs outside of this procedure shall be issued at the sole discretion of Flexihire Pty Ltd
- ☐ Stand downs do not constitute a completion/termination of contract between the hirer and Flexihire

Type of equipment

Stand downs only apply to the following equipment:

Category	Type	Special conditions
Material Handling	Boom lifts & scissor lifts	Only when being used outdoors
Compaction	Twin drum rollers and larger & tractors	
Earthmoving	1.6T excavators and above, skid steer loaders & backhoes	
Air Compressors	Diesel powered models only	

Reason & Rates for Stand Down

Stand downs only apply to the following scenarios:

Stand Down Reason	Stand Down Rate
Public Holiday	100%
Wet Weather	100%
RDO	50%
Equipment breakdowns	Pro rata based on time

Stand Down Number

- ❏ A stand down number can be issued in every instance from the local Flexihire branch where the equipment was hired, and it is the hirer's responsibility to ensure they receive a stand down number for each day. If there is any dispute in relation to an approved stand down the stand down number must be quoted so it can be investigated.

Document History

Issue Date	Version #	Description of change	Owner	Approved By
Nov 2023	FLX 3.0	Initial	MD	SRM

End of Document



FLEXIHIRE
EQUIPMENT HIRE SPECIALISTS

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Flexihire Pty Ltd

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Page 2 of 2