Health & Safety Transport Policy

Deliveries, Loading and Unloading Procedures.
Instruction Manual Handling and Safe System of Work on working at height.

Deliveries

Deliveries and collections can be some of the most dangerous transport activities.
A significant number of transport accidents in the workplace take place during deliveries.
As far as possible, parking, loading and unloading should be off the road or pavement, well away from the public. Where this is not possible, remember that health and safety law will still cover work activities on public roads or pavements, and all of the normal duties of employers and employees apply. Be aware members of the public who drive or walk near the vehicle.

Loading and unloading.

Legal requirements

Employers have duties under the Health and Safety at Work etc. Act 1974 to ensure, so far as is reasonably practicable, the health and safety at work of their employees and others who are not their employees (such as drivers).
Under the Management of Health and Safety at Work Regulations 1999, where two or more employers share a workplace, even on a temporary basis, they must co-operate with each other to make sure that they both comply with their legal duties.
These Regulations also require employers to carry out a risk assessment of the hazards involved and to identify the measures needed to comply with other health and safety legislation.
The Work at Height Regulations 2005 apply to all work at height where there is a risk of a fall liable to cause personal injury. The Regulations place duties on employers, the self-employed, and any person that controls the work of others. The Regulations include requirements to avoid work at height where possible. Where work at height is carried out, falls should be prevented if possible, or if not, the effect of falls should be minimised.
The Regulations require that: the risks from work at height are assessed; all work at height is properly planned and organised; those involved in work at height are competent; appropriate work equipment is selected and used and that equipment for work at height is properly inspected and maintained. The Regulations also provide a simple hierarchy for managing and selecting equipment for work at height.
The Manual Handling Operations Regulations require employers to avoid hazardous manual handling operations if this is reasonably practicable and in all other cases to reduce the risk of injury to the lowest level reasonably practicable.
The Lifting Operations and Lifting Equipment Regulations require employers to ensure that all lifting operations.

The Road Traffic Act 1991 introduced provisions into the Road Traffic Act 1988 making new offences, applicable to the state of loads on vehicles.
Legal requirements and common sense require that all loads carried on vehicles are secured, whatever the journey. This is to protect the people involved in loading, unloading and driving the vehicle, together with other road users and pedestrians.
Both loading and unloading should be subject to a risk assessment, as required by the Management of Health and Safety at Work Regulations 1999.

Loading and unloading should be carried out by trained staff who are aware of the risks involved. Drivers should also be aware of the additional risk of the load, or part of the load, moving when the vehicle is being driven. This applies to all vehicles and to all types of load.
The driver is ultimately responsible for the load carried on their vehicle, whether or not they were involved in the securing of the load.

The loading and unloading of vehicles can prove hazardous especially where mechanical handling equipment is used. Control measures include:
- Ensuring that the vehicle is loaded within its limits with the driver supervising the load placement and distribution
- The floor should be checked to ensure that it is sound and capable of supporting the weight of a fork lift truck or goods
- Loads should always be secure
- If the trailer unit has curtains, then only one side of the curtain should be open to prevent the fall of goods off the opposite side

- Checks should be made that the goods are secure before releasing any sheets or ropes
- Loading etc should not be carried out on a gradient
- If semi-trailers are being loaded etc, care should be taken to ensure that the handbrake is applied, the trailer is stable and there is no risk of overturning.

The premature departure of vehicles from loading bays can cause serious accidents if the vehicle is still being loaded. To reduce the likelihood of this occurring action should be taken such as:

- Removing the keys from the driver and keeping them in a secure place until a supervisor has checked that unloading or loading has finished.
- Providing trailer restraints which physically prevent the vehicle from departing
- The use of traffic signals
- The use of marshalling personnel

Drivers should be informed of the procedures in place and instructed to ensure that both the vehicle and trailer brakes are applied.

<u>Planning for safe unloading</u>

The supplier and the customer should agree on the equipment and systems that will be used to ensure the load is delivered safely, taking into account the types of material being delivered and the facilities available for unloading it. Both parties should keep each other informed of any significant changes that may introduce new risks, so that the delivery plan can be revised if necessary.

<u>Safe unloading on site</u>

The delivery paperwork sent with the load should be checked by the driver for special delivery instructions given at the time of order.

The customer should also liaise with the delivery driver throughout the unloading operation. This should always be carried out under the supervision of a competent person who is aware of the hazards present and the necessary precautions.

This person should be appointed by the customer and be responsible for managing and supervising the unloading operation. The delivery driver should not be left to make key decisions, for example where to leave the load. The driver should liaise with the customer to resolve any difficulties which are not anticipated in the delivery plan, and which may affect the safe delivery of the load.

Where these cannot be resolved, it may be necessary to delay delivery until a safe means of unloading can be provided.

<u>Site conditions</u>

Control risks during deliveries:

Driver

- where possible, present the side of the vehicle with easiest access to the workplace;
- where possible, lay the site out so that reversing is unnecessary;
- where reversing is unavoidable, make it as safe as possible, and consider using a competent and authorised signal-man with appropriate high-visibility equipment;
- when manoeuvring on public roads, remember that public traffic and pedestrians have priority and that signalmen have no legal authority to stop traffic on the public highway. If cones or barriers are to be used, discuss this with the local police and highway authority, and don't direct pedestrians on to the road;

The area where material is to be unloaded must be suitable for this to be done safely.

It should be checked before unloading begins to make sure it is safe to proceed.

Look for hazards such as: the suitability of the ground for the vehicle (for example whether it is flat and firm) and load stability; any obstructions in the unloading area (including parked cars); pedestrians in the unloading area (people should be kept clear unless they are immediately involved in the unloading operation).

The vehicle itself should be checked to make sure that it can access the unloading area safely. Take particular care when reversing.

Ensure loading and unloading operations are carried out in areas away from passing traffic and pedestrians. The ground to these areas should be flat, firm and free from pot holes. All vehicles should be braked and stabilised to prevent unsafe movements during loading and unloading. The vehicle should be as stable as possible.

No vehicle should be loaded beyond its rated capacity or beyond the legal limit of gross weight. The floor of the vehicle should always be checked to ensure that it is safe to load. Loads should be properly secured or arranged

so that they are safe for both transportation and unloading, e.g. so that they do not slide forward in the event of the driver having to brake suddenly.

Loading and unloading areas should be if necessary, protected against bad weather, eg strong winds can be very dangerous during loading
Loads should be spread as evenly as possible, during both loading and unloading. When loading a vehicle, think about how it will be unloaded. If it will be unloaded in stages make sure that this can be done as easily as possible and without making the remaining load unstable or badly distributed.
Always check the floor or deck of the loading area before unloading to make sure it is safe. Look out for debris, broken boarding etc.
Loads must be suitably packaged. The driver needs to check that the stillages:
~ are in good condition;
~ loads are properly secured to them;
~ loads are safe on the vehicle. They may need to be securely attached to make sure they cannot fall off.
Before unloading, check that loads have not shifted during transit, and are not likely to move or fall when restraints are removed.
Uneven loads can make the vehicle or trailer unstable. Loads should be secured or arranged so that they do not slide around.
Heavy loads are dangerous; think about what you need to do to control them.

Other precautions:
- Ensure a safe place where drivers can wait if they are not involved. Drivers should not remain in their cabs if this can be avoided. No one should be in the loading/unloading area if they are not needed.
- Vehicles must never be overloaded. Overloaded vehicles can become unstable, difficult to steer or be less able to brake.

<u>Inspecting the vehicle and load</u>
Inspect the load before unloading begins, to make sure it has not moved in transit. If the load has moved or become unstable in some way, consider how it can be removed safely. Access to the vehicle may be dangerous in these circumstances as the load could move unexpectedly. It may be necessary to take the vehicle to another location where there is sufficient load-handling equipment to remove it safely.

Conventional load restraining methods must always be used so that the loads are prevented from moving in any directions during transit.

The curtains of curtain-sided vehicles MUST NOT be considered as part of any load restraint system. They are provided to contain rather than to restrain the load and should be considered as weather protection only. If the curtains have been designed as a restraint system then the load capability should be clearly marked, if no mark can be seen then it should be assumed that the curtains have no load bearing function. Similarly, where vertical inner curtains are fitted and they are not purposely designed for a specific load, they also MUST NOT be considered as part of the load restraining system. They should be considered purely as a means of containing any small, loose items that may have become dislodged during the journey.

Once loading is complete, and before the curtains are closed, the load and its constraints, should be thoroughly inspected in order to certify that the load is safe and secure. This final check is important, as it can be very difficult to check the load space during the journey with the curtain sides in place.

Once on the road it is the driver's responsibility to ensure that the load remains secure. This, in the particular case of curtain-sided vehicles, would normally be confined to a periodic visual inspection of the curtains and a check of their tensioning straps.
If bulges are evident in the curtain indicating that the load has shifted in transit, the curtain SHOULD NOT be opened. A judgement should be made by the driver to either continue the journey if a minor bulge is evident or in the event of a more serious situation to seek advice and or assistance.

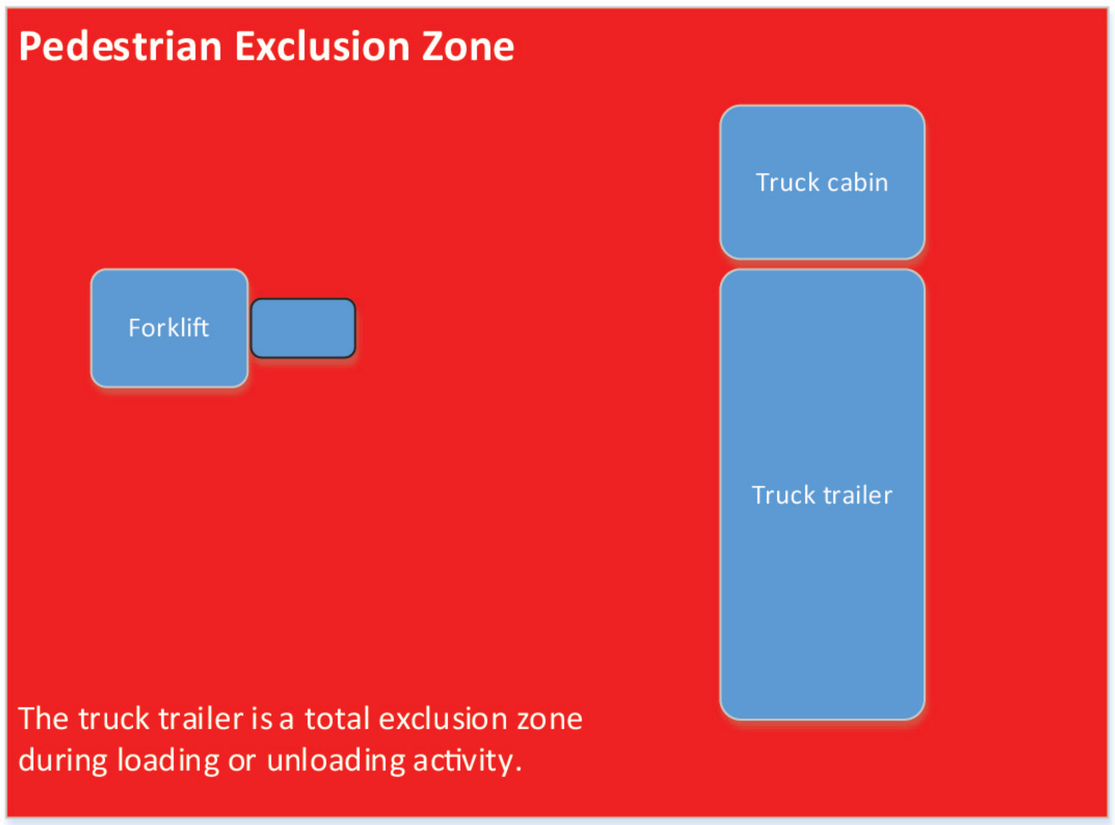
Opening of Curtains. Extreme caution must be exercised during the opening of curtains on curtain-sided vehicles. In particular they must be thoroughly inspected for any signs of bulging before any attempt is made to open them. If a bulge exists, or it is suspected that the load is leaning on the curtain, the curtain MUST NOT be opened. In these circumstances access should be gained to the load compartment via another route – possibly through the rear door or through a curtain on the other side of the vehicle. The safety, stability and security of the load should then be ascertained before unloading commences.

Means of unloading

Do:

- ensure that the unloading operation has been properly planned in advance, taking full account of relevant load characteristics and site facilities;
- keep the material under control at all times
- ensure the vehicle brakes have been applied before unloading begins.

Where unloading cannot be done safely, it may be necessary to leave the load on the vehicle until safe unloading conditions can be provided. This may mean arranging for lifting equipment to be brought onto site.



A pedestrian exclusion zone has been established for a distance equal to the height of the load on the ground plus an additional allowance for the nature of the load. Forklift movements within this zone are stopped before pedestrians enter.

Fork-lift trucks

When using fork-lift trucks for unloading, it is essential to consider not only the lifting capacity of the truck but also the size and spread of the forks and the ground on which the truck is being used.

When fork-lift trucks are being used, the driver of the delivery vehicle must stand away from the load while it is being lifted or manipulated. No one should ever stand on a load to balance it on the forks.

Tail Lift

Plan loading of van/truck e.g. last goods in, first goods out.

Make sure to use handling aids such as hand pallet truck. Check the condition of the equipment before use.

If it shows signs of damage or excessive wear, Centre the forks under the load and pump the handle assembly up and down to lift the pallet. Ensure the load is balanced, stable and that personnel stand clear of the raised load. The load and truck can now be pushed or pulled to their destination. Always position yourself so you can control the Pallet Truck while staying clear of the raised load.

Never push the equipment beyond its design limits. This equipment MUST NOT be used to carry unsecured loads. When loading and unloading, make sure that the weight is evenly distributed on the pallet so as not to over balance the load.

Make sure good housekeeping within van/truck.
Allow for safe access routes during unloading.
Only one pallet at the time on tail-lift.
Always/where possible stand sideways on the tail-lift. The safe pallet truck position is red demarcated on the tail lift.

If the pallet truck is to be loaded into a lift, check that the lift's SWL is sufficient for the total weight of load and pallet truck. Ensure the load enters the lift first and exits last, no personnel should be in the lift when the pallet truck is being manoeuvred.

USE OF TAIL-LIFT:

- Only trained persons to conduct this operation
- Lift is only to be used to unload vehicle cargo
- Ensure vehicle parking brake is fully applied
- Ensure the vehicle is on firm level ground
- Do not operate lift if vehicle is on a slope in any direction
- Keep area around and bellow lift clear of personnel and obstructions at all times
- Do not exceed safe working load as shown on the manufacturers information plate
- Ensure that load does not overhang edges of platform
- Pallet truck to be restrained prior to lifting
- Keep feet clear of platform edges and hands clear of moving parts
- Adequate lighting must be available during unloading
- If the lift is not in use or the vehicle is left unattended or prior to driving then the lift must be fully stowed all switches placed in the off position and keys removed

<u>Manual unloading</u>

Manual unloading operations which involve a risk of workers being injured must be avoided where it is reasonably practicable to do so. In most cases, it is not reasonably practicable to avoid manual handling, an assessment of the manual handling operation must be carried out and steps must be taken to reduce the risk of injury to the lowest level reasonably practicable.
Loads that may be suitable for manual unloading should then only be unloaded manually if this can be done safely. If the load is not safe on assessment, the operation will have to be abandoned and the load returned to the supplier.
Don't lift or handle more than can be easily managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.

<u>Personal Protective Equipment</u>

PPE must be worn at all the time: Hi-vis vest, safety footwear (anti slip and toe cap), gloves, wrist guards, glasses when handling single glaze toughened, Hi – Vis jacket.
Recommended: drivers should also head protection.

Access to the vehicle

Falls from vehicles can result in serious injuries and fatalities. Even falls of less than one metre can prove fatal. Only those people who need access to the vehicle for unloading should be allowed onto it. In many cases it may be possible to unload the vehicle without anybody getting on. The delivery documents should minimise the amount of time that anyone is on the vehicle.

The load should be inspected from the ground if possible before anyone gains access to the vehicle. Access should normally be via under run bars covered anti slip tape.

Housekeeping – keep the load are tidy – pick up loose ropes, packaging etc. Preventing contamination of the floor - reduce the effect of contamination condition by closing curtains when vehicle's loading area not in use. Use extreme caution when walking on a wet floor

Vehicles should be parked on level ground, with their parking brakes on and the ignition key removed.

Where people have to climb onto a vehicle or trailer, access should be via a under-run bars covered anti – slip tape.

Never jump onto or off a vehicle. Only those people who need access to the vehicle for unloading should be allowed onto it.

Where access to vehicles for unloading purposes is required at customers' premises, drivers need to climb on the under run bars as close as possible to the relevant part as possible. Nearby Stillage on the wagon is used as handhold.

Staffs that need to access the unloading area of a vehicle should use the steps provided roller bars provided. No climbing to be undertaken using wheels as a stepping point.

Before lifting:
- Check condition of the glass unit.
- Ensure there is plenty of room for manoeuvre and look out for obstacles.
- If the glass breaks during handling, it should be allowed to fall; no attempt should be made to intercept it.
- A safe lifting posture should be used at all times.
- When lifting, the glass should be kept upright and the movement smooth to avoid undue flex in both your body and the glass unit.
- Do not double lift glass as this can cause a slipping hazard between glass panes.
- The floor should be checked for obstacles or slippery patches.
- The correct personnel protective equipment for the job in hand should be worn.

Don't lift or handle more than can be easily managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.

If the load weighs over 25kg – team lifting recommended.

Think before lifting/handling. Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials.

Keep the load close to the waist. Keep the load close to the body for as long as possible while lifting.

Adopt a stable position. The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.

Get a good hold. When lifting of the pallet Tilt the glass slightly to ensure that you get a good grip with both hands, ensuring the glass maintains contact with the pallet or stillage.

Start in a good posture. At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

Don't flex the back any further while lifting. Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.

Lift the glass in one steady motion, keeping your back as straight as possible, taking care not to shake or jerk the stock-sheet.

Keep the head up when handling. Look ahead, not down at the load, once it has been held securely.

Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

Don't lift or handle more than can be easily managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.

Operatives cannot jump down.

Observe all Health and Safety Information and Requirements relating to this process.

Observe all relevant Health & Safety Policy and Safe Operation Procedure (SOP).

Unauthorised persons are not allowed in this working area.

If there are any problems with respect to the safety or operation, the manager or department supervisor must be informed immediately.

Report to supervisor any defects, faults in equipment, including all potential housekeeping hazards ie loose anti slip tape, or safety procedures which you are aware.