



Safety Handbook

14th January 2019

Version 3

CONTENTS

Introduction to Health & Safety at Parcel Partner

- General Parcel Partner Safety
- Fire Safety
- Accident Reporting & First Aid
- Safe Working at Customer Sites (Implants)
- Safety Rules at Elevated Loading Bays and Raised Decks
- Avoiding Exposure to Hazardous Substances
- Safe Handling & Lifting – General Techniques
- Safe Handling & Lifting – At Customer Premises
- Safe Handling & Lifting – Difficult or Hazardous Customer Goods
- Safe use of Mechanical Handling Equipment
- Safe use of Scanners
- Safe use of Knives for Opening Boxes
- Safe use of Display Screen Equipment
- Safe use of Warehouse Doors
- Workplace Transport – Safe Movement of Vehicles
- Safe Vehicle Marshalling Procedure (Banksman)
- Safe Loading & Unloading of Commercial Vehicles
- Safe Coupling/Uncoupling of Commercial Vehicles
- Safety at Customer Sites – Deliveries & Collections
- Safe Access & Egress for Commercial Vehicles
- Safe & Efficient Driving Techniques
- Energy Awareness

Introduction to Health & Safety at Parcel Partner

At PARCEL PARTNER it's very important to us that you remain safe whilst at work. All of us have a responsibility for our own health & safety and the safety of others who might be affected by what we do at work.

These guidelines have been produced to give practical advice on steps that we should take to reduce the risks of injury to ourselves and our colleagues at work. Most information provided in this handbook is of course just common sense.

The safe working practices have been put together by experienced colleagues who have operated the procedures over a number of years, combined with our knowledge of accidents and incidents that are most likely to occur at our Service Centre's. We understand that not all safe working procedures will be relevant for your role.

Once you have read through this Safety Handbook if you have any questions or would like clarification on any of the procedures contained in the handbook, please talk to your Manager or local Safety Representative in the first instance. Once you are happy that you have received enough information to enable you to do your job safely, and you have read and understood the working practices, please complete your personal training record, which is located at the back of this handbook and provide a copy to your Manager.

We do have internal people who can offer help and advice to you or your Manager regarding all aspects of health and safety, so if you do need any specialist advice just contact the PARCEL PARTNER Safety, Health & Environment Team and we will make sure that you receive a response to your query.

You can contact us by email at mark@parcelpartner.co.uk

A handwritten signature in blue ink, appearing to read 'Mark Livsey'.

Mark Livsey
Director

1. Parcel Partner Safety Rules



- 1.1 Each Parcel Partner has a 'Safety Rules' document that tells you about the basic safety rules that must be followed when working at the site. It is important that you read and understand this document. Please tell your Manager if you have not received this document or you need help to understand its content. It will also be displayed on a notice board at your Service Centre.

2. Fire Safety

Fire Precautions



- 2.1 Ensure that fire exits and escape routes are kept clear by storing items in designated areas. If you discover a blocked fire exit, remove the item blocking the route and report this to your Manager. Never tamper with fire doors, exits, or call points.
- 2.2 SMOKING is **strictly forbidden** on company premises unless there is a designated smoking area. Failure to follow this rule will result in disciplinary action.

- 2.3 Portable electrical fan heaters must not be used, especially underneath desks as they are a fire hazard.
- 2.4 Always raise the fire alarm first if you discover a fire and then telephone 999 or ask someone to else to do it. PARCEL PARTNER do not encourage you to use fire extinguishers, but if you do only attempt to tackle small fires and make sure you raise the fire alarm first so other people can leave the building.
- 2.5 If you hear a fire alarm or raise the fire alarm, leave the building by using your nearest exit. Do not collect personal belongings. Do not use lifts.
- 2.6 Go to the agreed assembly point and let the fire marshal know you are out of the building. Do not go back inside the building until your Manager has said it is safe to do so.

3. Accident Reporting & First Aid



If you have an accident at work

- 3.1 **Any** accident which occurs at work **must** be verbally reported to your Manager immediately (not another colleague). You **must not record** the accident yourself; this must be done by your Manager or First Aid Person.
- 3.2 If you need medical assistance or first aid materials you must inform your first aid person who will offer suitable advice. The name of your first aid person will be displayed on a company notice board at your Service Centre. If you do not need the assistance of a first aid person, however you have taken an item from a first aid box you must inform a first aid person so that they can arrange for the item to be replaced if necessary.

Near misses

- 3.3 A near miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. These must be reported to your Manager to help prevent near misses turning into future accidents.

If you discover an injured person

- 3.4 If deemed necessary, dial for emergency services. (Dial 999, giving the full postal address of the site). Make no attempt to move the injured person or disturb the scene of the accident unless you are qualified to make that decision or the person is exposed to further risk. Inform a first aid person immediately and follow their advice, or the advice given by a member of the emergency services. Inform the Manager of the site.

4. Safe Working at Customer Sites (Implants)



- 4.1 You must follow the customer site safety rules and safe working procedures and any other applicable PARCEL PARTNER safe working procedures. These will be communicated by your SHE Team. In all cases the customer safety rules and safe working procedures will take priority over our own procedures.
- 4.2 If you have a safety concern with respect to your work at the customer premises, you must inform your local customer safety representative and the PARCEL PARTNER SHE Team, who will offer advice.
- 4.3 If you have an accident at the customer site you must immediately inform both the customer safety representative and your PARCEL PARTNER Manager. A copy of any customer Accident Report Form must also be supplied to your PARCEL PARTNER Manager.

5. Safety Rules at Elevated Loading Bays and Raised Decks

Instructions for Drivers



- 5.1 When you arrive on site report to the Gatehouse. Where there is no gate house park the vehicle in a safe place, ensuring the handbrake is applied and ignition keys removed and report to the Traffic Department or site management.

- 5.2 Once you are allocated a loading bay, return to your vehicle and drive around to the designated bay. At the designated bay the shutter door will normally be opened and a supervisor will be present. Make visual contact with that person.
- 5.3 When it is indicated by the reversing supervisor that it is safe to reverse and/or the 'green' external traffic light is on (where installed), draw forward in order to position your trailer/ vehicle for reversing.
- 5.4 Reverse the vehicle slowly ensuring that the hazard warning lights are activated. Stop this manoeuvre if the traffic light signal turns to red, the reversing supervisor indicates it is unsafe or you suspect pedestrian activity in the area.
- 5.5 Once the trailer rests on the dock edge apply your parking break, apply the neutral gear and remove your keys from the ignition. Now locate the wheel chock (approximately 3 inches forward of the driver side front wheel)
- 5.6 Safely, using the designated pedestrian walkways, make your way into the warehouse and report to a member of management to surrender your ignition keys (which can be retrieved once your trailer is safe to depart). Never enter the pedestrian exclusion zone which is area marked directly in front of the elevated loading bay.

Instructions for Shift Supervisors and Managers



- 5.7 Supervised reversing is required by a Shift Supervisor or Manager. If you are not a Shift Supervisor or Manager you must not carry out this activity.
- 5.8 For Shift Supervisors and Managers in order to ensure the safety of pedestrians when a vehicle is about to reverse, open the shutter door, and stand in a safe position on the raised deck away from the edge of the raised deck to have clear visibility of the loading bay. Ensure that the loading bay remains pedestrian free and free from obstructions whilst the manoeuvre is taking place. If traffic light signals are installed ensure the red internal light is switched on to indicate to the driver that it is safe to reverse. Remain in position until the vehicle comes to a complete stop.
- 5.9 Once the driver surrenders their ignition key, carefully open the shutter door of the trailer, taking additional care from the risk of falling freight and ensure a bridging plate/dock leveller is correctly in place (as indicated on the floor in the case of manual bridging plates) to enable safe unloading or loading. Now instruct the

operatives that it is safe to work on the vehicle. If a traffic light system is installed ensure that the green light is indicated inside the warehouse to demonstrate that it is safe to work on the vehicle.

- 5.10 Once the vehicle is unloaded or loaded completely, remove the bridging plate, return the ignition keys to the driver and allow the driver the opportunity to inspect the load security before asking the driver to close the vehicle shutter door securely. Where traffic light signals are installed change the internal light to red to indicate that the driver can leave the site (where not installed verbally instruct the driver that they are safe to depart).

Instructions for Warehouse Operatives



- 5.11 You must not unload or load a docked vehicle until a Shift Supervisor or Manager has permitted the activity to start. Where traffic signals are installed this will be indicated by an internal green light. A red light (where installed indicates that you must not load or unload the vehicle). Where traffic light signals are not installed you will receive a verbal instruction to start unloading or loading. Do not load or unload the trailer if a bridging plate is not in place.
- 5.12 Bridging plates must be located to bridge the gap between the vehicle loading area and the elevated loading bay. Loading or unloading must never take place where there is an exposed gap which can result in someone falling or trapping their leg. If manual bridging plates are used they must be located as indicated by the floor markings at the loading bay.
- 5.13 Bridging plates must never be removed from use whilst the vehicle is still being loaded or unloaded.
- 5.14 Ensure that you practice good housekeeping by ensuring the area is tidy and clear from obstructions
- 5.15 Fork Lift Trucks must never be used inside vehicle trailers unless your Manager has instructed you to do so for an emergency reason. The use of manual pallet trucks and powered pallet trucks is acceptable in normal use.
- 5.16 You must never enter the pedestrian exclusion zone which is the ground level area marked immediately in front of the elevated loading bay.

6. Avoiding Exposure to Hazardous Substances




Diesel & Gas Fumes


- 6.1 When loading and unloading commercial vehicles on site please ensure that engines are turned off to avoid exhaust emissions.
- 6.2 If you smell gas inform your Manager immediately.

Chemicals & Hazardous Goods

- 6.3 If you notice cleaning chemicals that are stored in an area that is exposed to direct sunlight or excessive heat, please relocate the item to its correct storage area
- 6.4 From time to time we will be required to store, handle and deliver customer goods that are intrinsically hazardous, such as chemicals and substances. Please follow any specific handling and storage rules that have been communicated and/or displayed on the site Hazardous Substances Poster. If an accidental spillage occurs procedures to clean up the spillage may vary slightly depending on the nature of the chemical that is spilt, i.e. some volatile chemicals may disperse into the atmosphere whereas some will remain as slip hazards. If you look at the packaging of the product that has been spilled you will generally see a hazard identification label. Identify which type of chemical the product is and follow these instructions (the instructions will also be shown on your site Hazardous Substances Poster – please locate this poster for future reference:

Chemical Symbol	Safety Precautions	Spillage Procedure
	<p><i>Corrosive (causes severe skin burns and eye damage), serious eye damage</i></p> <ol style="list-style-type: none"> 1. Wear suitable gloves and eye protection provided 2. Remove contaminated clothing 3. After contact with skin, wash immediately with water 4. After contact with eyes, rinse for 15 minutes with water and seek medical advice. 	<ol style="list-style-type: none"> 1. Ventilate the area where practical 2. Do <u>not</u> allow the substance to enter drains 3. Avoid skin and eye contact by wearing suitable protective clothing 4. Absorb the spillage using a suitable spillage kit 5. Dispose of the material/rags into a non-

		<p>metal empty container as hazardous waste</p>
	<p><i>Harmful skin irritation, serious eye irritation</i></p> <ol style="list-style-type: none"> 1. Do not breathe vapour/dust/spray 2. Avoid contact with skin 3. Wash thoroughly before eating/drinking/smoking 4. In case of contact with eyes, wash thoroughly and seek medical assistance 	<ol style="list-style-type: none"> 1. Ventilate the area where practical 2. Do <u>not</u> allow the substance to enter drains 3. Avoid skin and eye contact by wearing suitable protective clothing 4. Absorb the spillage using a suitable spillage kit 5. Dispose of the material/rags into an appropriate empty container as hazardous waste
	<p><i>Flammable gasses, flammable liquids, flammable solids, flammable aerosols, organic peroxides, self-reactive, pyrophoric, self-heating, contact with water emits flammable gas</i></p> <ol style="list-style-type: none"> 1. Do not breathe vapour/dust/spray 2. Avoid contact with skin 3. Wash thoroughly before eating/drinking/smoking 4. In case of contact with eyes, wash thoroughly and seek medical assistance 	<ol style="list-style-type: none"> 1. Ventilate the area where practical 2. Do <u>not</u> allow the substance to enter drains 3. Avoid skin and eye contact by wearing suitable protective clothing 4. Absorb the spillage using a suitable spillage kit 5. Dispose of the material/rags into an appropriate empty container 6. Obtain guidance/instructions on disposal requirements if unclear
	<p><i>Respiratory sensitiser, mutagen, carcinogen, reproductive toxicity, systemic target organ toxicity, aspiration hazard</i></p> <ol style="list-style-type: none"> 1. Do not breathe vapour/dust/spray 2. Avoid contact with skin 3. Wash thoroughly before eating/drinking/smoking 4. In case of contact with eyes, wash thoroughly and seek medical assistance 	<ol style="list-style-type: none"> 1. Ventilate the area where practical 2. Exclude all sources of ignition 3. Do <u>not</u> allow the substance to enter drains 4. Avoid skin and eye contact by wearing suitable protective clothing 5. Absorb the spillage using a suitable spillage kit 6. Dispose of the material/rags into an appropriate empty container as hazardous waste

	<p><i>Harmful to the environment</i></p> <ol style="list-style-type: none"> 1. Do not breathe vapour/dust/spray 2. Avoid contact with skin 3. Wash thoroughly before eating/drinking/smoking 4. In case of contact with eyes, wash thoroughly and seek medical assistance 	<ol style="list-style-type: none"> 1. Do <u>not</u> allow the substance to enter drains 2. Absorb the spillage using a suitable spillage kit 3. Dispose of the material/rags into an appropriate empty container as hazardous waste
--	---	---

6.5 Items that must be segregated to be disposed of as hazardous waste include the following

- ✓ Chemicals
- ✓ Diesel
- ✓ Oil
- ✓ Fluorescent Tubes
- ✓ Other Redundant Electrical Equipment

6.6 Never dispose of any chemical waste by pouring down drains or placing into a skip, regardless of quantity. Inform a member of the management team who will arrange for separate collection

6.7 Storing waste outside but against the side of the building is a fire hazard. Please ensure that scrap pallets and cable reels are stored away from the side of the building and ensure they do not block fire exit routes.

Smoking

6.8 Smoking is strictly prohibited on Company Premises. In some cases the Company will provide a smoking area outside of the building which can be used, in which case please extinguish smoking materials in the bins provided. The Company is not legally obliged to provide a smoking area and in these circumstances smoking will not be permitted within the site boundary.

Asbestos

6.9 Asbestos is used in many buildings, usually in the form of wall lining boards, gutters, warehouse roofs and lagging around pipework. If asbestos is present at the site it will be clearly labelled. You should ensure that you do not damage this asbestos and if you do identify suspected damaged asbestos or you accidentally damage asbestos please inform the site Manager immediately.

Substance Misuse

6.10 The Company maintains a Substance Misuse Policy that permits routine and random sampling. Please familiarise yourself with this policy which is displayed

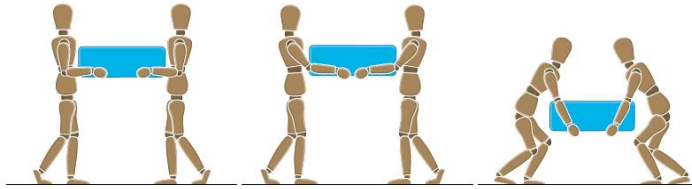
on Company notice boards. If you are unclear about the application of drugs and alcohol rules or would like to discuss this issue confidentially please contact a member of the People Team for further help and assistance.

7. Safe Lifting & Handling – General Techniques

1 Person Lifting



- 7.1 At PARCEL PARTNER we recommend that when practical, you seek assistance to lift any more than 30Kgs. If the item is heavier than 30Kgs please refer to the safe lifting techniques for 2 Person Lifting.
- 7.2 Always aim to use the mechanical handling equipment that is available, such as manual pallet trucks, trolleys and fork lifts (where trained operatives are available) in favour of manual lifting. Where this is not possible assess the load and the carrying distance before you lift, ensuring the space and route is clear from obstruction. Seek assistance if necessary. Make sure that for any freight item or object with potential protruding parts or sharp edges that you wear appropriate gloves that are provided.
- 7.3 Ensure that the load is evenly distributed and secure prior to lifting. Use any hand holds on the load if available.
- 7.4 Your feet should be apart with one leg slightly forward to maintain balance. Avoid tight clothing or unsuitable footwear, which may make this difficult
- 7.5 Lift slowly using the power of your legs with knees bent and back straight, keeping your chin tucked in avoiding fast or jerky movement. Where possible, the load should be hugged as close as possible to the body.
- 7.6 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
- 7.7 Avoid leaning or over extending when lifting.
- 7.8 If the load becomes uncomfortable always put it down to allow yourself adequate rest and recovery. If in doubt, seek advice or get help.

2 Person Lifting

- 7.9 When lifting one person must take charge and be responsible for controlling the lift to ensure it is coordinated. Decide who is going to control the lift first. (Remember if one person lifts too soon or lowers it too soon, the load can shift and either person may be injured)
- 7.10 Ensure that both persons have a secure hold on the item (using gloves). Face each other to ensure communication is clear.
- 7.11 Take a balanced standing position with your feet about a shoulder width apart, communicate that you are ready and then lift slowly (without jerking) using your legs, keeping the load as close as possible and your back straight.
- 7.11 Once standing, do not twist when you change direction. Point your feet in the direction of travel and turn your whole body rather than twisting when you are walking. Ask the customer to assist with verbal instruction if the route is not clear but do not ask the customer to physically lift the item. Ensure the customer is clear of the lifting area and travel route.
- 7.13 To lower the load, lower slowly at the same time, keeping you back straight and the load as close as possible to you. The person controlling the lift should communicate that you are lowering the load.

8. Safe Lifting & Handling – At Customer Premises**PARCEL PARTNER – 1 Man Domestic Deliveries**

- 8.1 Items on this service should be no more 30Kgs in weight. Follow the safe handling – general techniques – when lifting and handling goods.
- 8.2 Before lifting the item please visually inspect the route of travel to the customer premises to ensure that it is free from obvious hazards such as potholes, obstructions (such as gates, bins etc), vehicle movements, tripping hazards, dogs/animals and slippery surfaces. Only where you are satisfied that the route is safe continue with the delivery.

PARCEL PARTNER – 2 Man Domestic Deliveries



- 8.3 Items on this service require you to deliver to the customer's room of choice.
- 8.4 Before lifting the item please visually inspect the route of travel to the customer's room of choice. The route should be free from obvious hazards such as potholes, obstructions (such as gates, bins etc), vehicle movement, tripping hazards and slippery surfaces. Only where you are satisfied that the route is safe continue with the delivery.
- 8.5 Always use the mechanical handling equipment that is available to avoid unnecessary lifting. Where physical lifting is required follow the safe handling – general techniques – when lifting and handling goods.
- 8.6 When navigating stairs and steps on 2 Man Lifts at customer locations place one foot forward and bring both feet together on one step. Ensure both feet are on one step to maintain balance and security of the load before moving off at the same time. Stop where ever necessary to rest. The person at the lower end should control the lift as they have greater visibility.

PARCEL PARTNER – Deliveries to Commercial Locations

- 8.7 Items on this service can be a combination of small low weight items (under 30Kgs) or larger more bulky items.
- 8.8 Before lifting the item please visually ascertain and inspect the route of travel to the customer's delivery receipt point. The route should be free from obvious hazards such as potholes, obstructions (such as gates, bins etc), vehicle movement, tripping hazards and slippery surfaces. Only where you are satisfied that the route is safe continue with the delivery.

- 8.9 Always use the mechanical handling equipment that is available to avoid unnecessary lifting. Where physical lifting is required follow the safe handling – general techniques – when lifting and handling goods. For palletised items or multiple heavy items mechanical handling equipment is required (tail lift, sack truck, manual pallet truck, customer for lift truck). If suitable mechanical handling equipment is not available you should not attempt to lift excessively heavy items.

9. Safe Lifting & Handling – Difficult or Hazardous Customer Goods

9.1 Tracked Specimens



- 9.1.1 ONLY colleagues specifically trained in the handling and sorting of this product can handle tracked specimen items. If you are not sure about your status to handle these items you must not do so. New and Expectant Mothers and Young Persons (under the age of 18) are not allowed to handle tracked specimens.
- 9.1.2 You must maintain a clean sort table – no labels/seals in this area
- 9.1.3 You must wear protective gloves at all times when carrying out this task
- 9.1.4 You will use only the hand held scanner that is dedicated to the TSS sort area. This scanner is NOT be removed from the TSS sort area
- 9.1.5 All spillages will be reported immediately to the shift manager. Spill procedures will be supervised
- 9.1.6 All packages deemed as non-compliant will be reported immediately.
- 9.1.7 The TSS sort area is to be left in a clean AND hygienic state (the table will be wiped down at the end of the shift)
- 9.1.8 Packages received with no senders or recipients details: To retrieve documentation to identify the sender, the outer packaging ONLY may be opened UNDER SUPERVISION OF A SHIFT MANAGER. Secondary packaging e.g. plastic jar, is NOT TO BE OPENED

9.2 Pharmaceuticals & Controlled Drugs



- 9.2.1 Never open or repackage any pharmaceutical item. Cold line items will be shipped in a special temperature controlled box that must not be tampered with. Other items must remain in their existing packages.
- 9.2.2 Handle the item with extreme care to ensure the product integrity is maintained and spillages are avoided.
- 9.2.3 Never dispose of any item, any damages must be reported immediately to your Manager.
- 9.2.4 Items must be stored in the correct designated secure areas.
- 9.2.5 Ensure packages are stored and stacked safely to avoid movement
- 9.2.6 If a pharmacy item is spilled you must report this to your Manager so that instructions can be given on the correct clean up method.

9.3 Returned Mattresses



- 9.3.1 When collecting a used mattress from a customer address you are to wear gloves and the dust mask provided to facilitate bagging the item. The item should only be physically handled once it has been bagged. Please follow the standard process for 2 Person lifting for moving these items.

9.4 Carrying Lengths



- 9.4.1 You must check the route you intend to move the load to for obstructions, doorways, changes in floor level etc
- 9.4.2 For multiple lifts you must use mechanical handling equipment (such as a trolley) that is provided to avoid the need for excessive carrying of these items. Alternatively the items can be loaded onto a pallet and moved using a manual pallet truck. Only where this is not practical or for lifting individual items should you physically manually carry these items.
- 9.4.3 Start the lift at one end placing one foot in front of the other and work your way to the middle of the length. Do not lift from the middle.
- 9.4.4 Unlock your knees to lift the length so it pivots over one shoulder
- 9.4.5 Only carry the length if you can comfortably remain upright. Before moving ensure you are aware of the surroundings to ensure the length does not impact anything or any persons.
- 9.4.6 Do not lean when carrying the length
- 9.4.7 Store the items so that they are flat on the floor in an area that does not create a tripping hazard. To lay on the floor use the opposite technique to lifting by placing the front end on the floor to take the weight and then move backwards to the rear end of the item so that this can be lowered safely to the floor.
- 9.4.8 You are to follow the standard process for 2 Man lifting for moving these items if they exceed 30 Kgs

9.5 White Goods



- 9.5.1 You are to follow the standard process for 2 Man lifting for moving these items if they exceed 30 Kgs
- 9.5.2 Once the item is clear of its normal position, place one foot slightly forward of the other and then push the load using your body weight to expose the leading edge of the item. The other person should now accommodate the sack truck underneath the unit.
- 9.5.3 Allow the load to drop gently back onto the sack truck whilst the other person has their foot on the axle of the sack truck.
- 9.5.4 If deemed necessary secure the load to the sack truck.
- 9.5.5 Pull the sack truck to the required location and reverse the procedure to ensure that it is safely accommodated in the desired location.

9.6 Industrial and Agricultural Tyres



- 9.6.1 Tyres must be stored vertically so that they are easier to push and a chocking device used at the front and rear of the tyre to ensure stability when in storage or restrained appropriately inside vehicles to prevent movement in transit.
- 9.6.2 Where a wheel clamp attachment or tyre stillage is present for the fork lift truck this is the preferred method of movement. Alternatively a tyre lift may be used to move tyres.
- 9.6.3 Only where a mechanical aid is not available should you manually move tyres. If this is the case the tyre must be pushed slowly to ensure that it remains under control. Movement of large industrial tyres must be a 2 – Man operation. To locate the tyre inside a vehicle there should be a flat level surface to enable it to be pushed safely into position (an incline ramp is acceptable so long as the incline is minor). Tyres must not be physically lifted off the ground. Always work slowly to ensure the tyre is fully in your control.

10. Safe use of Mechanical Handling Equipment

10.1 Fork Lift Trucks



- 10.1.1 Only those people formally qualified as competent in the safe operation of fork lift trucks are allowed to drive them. (You must have passed a fork lift truck driving test appropriate to the type of truck that you drive at work within the last three years and have a certificate which confirms that you have done so). You must not drive a fork lift truck under any circumstances unless you have received an 'Authority to Operate' letter from a member of the SHE Department or a member of management **and** received a copy of the *PARCEL PARTNER Fork Lift & MHE Drivers Handbook*. If driving a fork lift truck is necessary as part of your employment, the company will ensure that you attend a suitable training course. For the avoidance of doubt an 'Authority to Operate' only permits you to drive a PARCEL PARTNER fork lift truck on our premises. You are not authorised or insured to drive customer equipment.

10.2 Safe use of Manual and Powered Pallet Trucks



- 10.2.1 Ensure the pallet truck is in good working order prior to use.
- 10.2.2 Always ensure that the pallet to be lifted has an even distribution of weight. If it does not, please adjust the load on the pallet.
- 10.2.3 Do not lift loads that exceed the lifting capacity of the truck
- 10.2.4 Never move more than one loaded pallet at a time.
- 10.2.5 Do not block emergency exits and escape routes with your pallet truck or goods.

- 10.2.6 Make sure that you can see over the top of the load, if not you must pull the truck so you can view your route clearly. When working at height on mezzanine areas never pull the pallet truck with your back facing the edge of the area where there is a risk of an exposed gap.
- 10.2.7 If you are unable to comfortably move the load, seek assistance or transfer some of the load to another pallet if assistance is unavailable. Do not attempt to move a load if you are unable to do it comfortably.
- 10.2.8 Once in motion, move at a speed which will allow you to stop the pallet truck quickly and safely should you have cause to do so (e.g. a person walking into your path). Take care to allow yourself enough room to pass people and objects. Wherever possible you must pull the pallet truck rather than pushing it as this gives you more control when steering and gives you more time to stop if necessary. When descending inclines you should push the pallet truck rather than pulling. When turning a pallet truck maneuver it away from your body rather than towards your body.
- 10.2.9 When moving chemicals with a pallet truck, ensure that they are stacked safely on the pallet.
- 10.2.10 If the pallet truck is not operating correctly do not use it. Report it to a Manager so that it can be repaired.
Be extra cautious of the wide swing associated with electric powered pallet trucks, keep your body (feet and knees) clear of the truck
- 10.2.11 When operating an electric powered pallet truck always face the direction of travel, do not walk backwards (unless the load height is preventing visibility)
- 10.2.12 Never operate an electric powered pallet truck on a severe ramp or incline
- 10.2.13 The red button on the arm of the powered pallet truck is an emergency reverse. Never attempt to physically stop the powered pallet truck with your body – it cannot be manually pushed, pulled or dragged.

10.3 Safe handling and use of Roll Cages and Stillage's

Safe use of Roll Cages



- 10.3.1 Roll cages must be loaded so as to ensure the safe distribution of weight. This means that heavy items must always be loaded first so that they are at the bottom of the cage. Goods must also be secured safely and not overloaded so that the recipient is not exposed to potential dislodged loads that could cause injury.
- 10.3.2 The general procedure regarding safe manual handling applies to the movement and loading of roll cages.
- 10.3.3 When maneuvering roll cages we must wherever possible push the cage through the warehouse using hand holds if fitted. Pushing wheeled equipment will reduced the likelihood of upper limb and back strains which may be caused by pulling. Always ensure the route you are moving the roll cage along is clear of obstructions – if necessary seek assistance to ensure a clear route. Where necessary seek assistance if maneuvering the cage over slopes or uneven ground. If possible we must avoid the need to maneuver over uneven ground. When moving the cage, ensure that the door and any locking bars and shelves are secure/engaged.
- 10.3.4 If a roll cage is damaged to the extent that it is unsafe (i.e. wheels missing preventing safe maneuvering or exposed sharp metal parts) it must not be used, labeled as unsafe and reported to your manager who will arrange for a replacement.

Safe use of Stillage's



- 10.3.5 Never physically pull or push a stillage manually. They are designed to be used only with a fork lift truck, manual pallet truck or powered pallet truck.
- 10.3.6 When working with stillage's use gloves and follow rules on the use of protective footwear
- 10.3.7 Before moving a stillage carry out a visual inspection to ensure there are no damaged components such as physically protruding cage work or damaged doors that do not lock. Please remove all stretch-wrap before using the stillage. If the stillage is damaged do not use it – report to a Manager so that it can be repaired. Place removed stretch wrap and other packaging in a bin to avoid slip/trip hazards
- 10.3.8 When loading the rear of a stillage either locate the item at the front and slide to the rear or alternatively place one foot inside the stillage to locate the item at the rear to avoid overstretching.

- 10.3.9 Ensure that the heaviest items are located in the stillage first (at the bottom) to improve stability and try to ensure an even distribution of weight. The maximum capacity of a stillage is 500Kgs.
- 10.3.10 Never overload a stillage above the frame height
- 10.3.11 Ensure the stillage door is secured before it is moved.
- 10.3.12 When locating stillage's next to each other be cautious of trapping fingers – keep fingers away from the edge.

Safe use of Sack Trucks & Platform Trolleys



- 10.3.13 Platform Trolleys must be loaded so as to ensure a safe distribution of weight and not overloaded above the retaining area.
- 10.3.14 When travelling with Flatbed Trolleys and Sack Trucks check for any potential obstructions or uneven surfaces before setting off and ensure you push the equipment using both hands keeping your arms and elbows tucked in and leaning slightly in the direction of travel (only pull if the view ahead is obscured or you are traversing gravel areas)
- 10.3.15 When the flatbed trolley is stationary use wheel brakes to secure the load.
- 10.3.16 Never ride on flatbed trolleys or sack trolleys

10.4 Safe use of Conveyors



- 10.4.1 Conveyors must only be used to move items. The items should be low weight (less than 80Kgs per meter) and located centrally on the conveyor. You must take note of your position when loading items and removing items to avoid persistent twisting, overreaching or stretching. Follow the general manual handling techniques to avoid back injuries.
- 10.4.2 Before using the equipment take note of the location of the red emergency stop function and visually check that the equipment is safe (wheels and casters functioning, rollers are not damaged, leg height adjusting jacks are not damaged, connector hooks and framework is not damaged).
- 10.4.3 Never jump over or go underneath a conveyor – ensure clothing is not loose fitting and loose fitting jewellery is removed to avoid entrapment. Do not lean over the conveyor when it's in use.
- 10.4.4 Never attempt to repair a conveyor unless you have been expressly instructed that you are able to do so by your Manager. Major defects can only be repaired by the manufacturer or an approved agent.
- 10.4.5 When using the equipment before placing into a new location check the route for obstructions and debris and ensure that the immediate vicinity of the conveyor is clear of other persons. HRTE and EGC equipment must be moved by 2 persons taking account of the manual handling procedures for a 2 Person Lifting.
- 10.4.6 When moving, extending, setting up and packing away it is imperative that care is taken to avoid trapping and shearing injuries. Protective gloves are to be worn when handling conveyors. The pull bar must be used to extend the equipment – two people must do this. Ensure fingers are not located in the expander mechanism as shown on the image.
- 10.4.7 If the equipment is not working correctly stop using it and report the defect to a Manager so it can be repaired.
- 10.4.8 Setting Up and Packing Away Procedure: Only do this if you have been trained to do so.

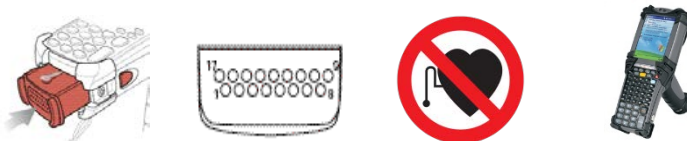


Once assembled it should look like the attached pictures below.



- After positioning the HRTE at the back of a trailer the brake castors must be locked off, the brakes must only be operated by using the foot.
- Access the vehicle to be unloaded by using of the trailer pull out steps or steps provision provided.
- Lower the rear jack assembly onto the trailer. The rear jack assembly must only be lowered by use of the screw jack. (See image 1 below).
- Lift the drop down platform flap to allow castors to roll onto the trailer floor (See image 2).
- Adjust the HRTE roller bed height to best fit worker by using the screw jack (Approx. 6 inch adjustment allowed)
- Once the HRTE is in position then the EGC can be attached by use of the connecting hooks. (See Image 3)
- Once the EGC is attached its legs need to be adjusted so that its height matches the HRTE and enable parcels to flow easily towards the end of the conveyor.
- To change the fall of the conveyor the telescopic legs need to be adjusted by the adjusting knob. This must be done by two persons lifting the legs by the cross-member, gradually working along each set until the desired height and fall is achieved. (See image 4).
- **Warning** – Don't make the fall of the conveyor too steep, as freight movement could be too fast. Additionally don't expand the conveyor too much as freight items may fall through or get stuck.
- **Warning** – do not work too close to the edge of the trailer floor as the potential to fall from height increases.
- As the vehicle is off loaded the unloading operator, at the loading end, is to extend the HRTE by pulling on it slowly to the required length.
- After setting up the HRTE / EGC and before full unloading commences test the setup by sending one parcel down it. If safe operation, commence full unloading if not safe, adjust and re-commence test run until safe.
- On completion of task the HRTE and EGC must be packed away, this is the reverse of the above procedure. Ensure the equipment is stored away from vehicle movements to avoid obstructions.

11. Safe use of Scanners



- 11.1 When recharging scanners place them into the charging cradle carefully. If the small connecting pins become damaged it can damage the unit resulting in increased risk of eye and skin damage so please check the correct alignment

rather than forcing the unit. The same principle applies when replacing batteries, please take care to avoid damaging the item by inserting the battery carefully and ensuring that both sides lock. If you accidentally damage the scanner or connecting pins or notice damage please inform your Manager so that it can be repaired or replaced.

- 11.2 Never attempt to repair a broken scanner yourself. The laser inside the item can cause severe eye or skin burns. Isolate any damaged items by putting them inside a box or bag and report this to your Manager so the item can be returned to the manufacturer for professional repair.
- 11.3 Scanners must be kept clean so that they function well. When cleaning please use a window cleaner product with a soft cloth.
- 11.4 When using a scanner always ensure you do not expose your skin or eyes to the laser by keeping your hands clear of the scanning area.
- 11.5 If you have a fitted hearing aid or pacemaker please inform your Manager as it may not be appropriate for you to use scanners as there is a small risk that they can interfere with these devices.
- 11.6 Scanners must never be used at the same time as driving a vehicle or fork lift truck. You must be stationary.
- 11.7 The use of a scanner should not hinder your ability to lift safely. Please ensure that proper manual handling techniques are used
- 11.8 Never be tempted to use scanners for anything other than their intended use, the laser can cause damage when deliberately misused.

12. Safe use of Knives for Opening Boxes



- 12.1 When using knives to cut through packaging you must always cut away from your body or at least ensure that your body is not in the cutting path. Only use knives with automatically retractable blades and do not carry knives in your pocket unless the blade is completely retracted. Open bladed knives must not be used on PARCEL PARTNER premises.

13. Safe use of Display Screen Equipment



- 13.1 Your desk should have enough space so that you can work comfortably and it should be smooth, clean and glare free. You should have about a 4 inch space between the desk edge and your keyboard. Set up your desk space so that items are located into 3 zones, Zone 1 for the items used all the time, Zone 2 for items used less often and Zone 3 for everything else.
- 13.2 Your chair should be adjusted (backrest and height) to allow a comfortable seating position. You should be in a relaxed upright position with good lumbar support close enough to your desk so that you can reach your keyboard comfortably and your legs should be uncrossed and firmly on the floor with no obstacles underneath your desk.
- 13.3 The screen should be positioned so that eyes are level with the top of the screen and 20"-24" away from the screen (about an arm's length). It should be positioned directly in front of you so you don't have to twist. The screen brightness should be adjusted to a comfortable level.
- 13.4 The mouse should be positioned so that the angle of your wrist is level.
- 13.5 If you use portable display screen equipment such as a laptop or tablet computer, you should only use it for temporary periods of time, otherwise for more regular user you should try to set it up in the same way as a desktop computer, for example by using a docking station or a tablet stand.

14. Safe use of Warehouse Doors



- 14.1 If you identify a defect of a warehouse door please report this to your Manager and do not use it until it is repaired. You should not need excessive strength to open a warehouse door.

15. Workplace Transport – Safe Movement of Vehicles



Drivers

- 15.1 Only ever drive a commercial vehicle or fork lift truck if you are licensed and authorised to do so.
- 15.2 Only park in designated parking bays (private parking is segregated from commercial vehicles). Always apply the handbrake and remove keys from the ignition of unattended vehicles.
- 15.3 Always follow the Service Centre safety signs when you enter the yard area and follow any rules about speed restrictions, one way systems and directional indicators. If you are in any way unclear about the site driving rules please speak to your Manager for clarity. The rules will be displayed on a notice board and will have been issued to you in the form of a Service Centre Safety Rules Document.
- 15.4 Please be aware that pedestrians (visitors and other colleagues) will be present at the Service Centre and whilst steps have been taken to try to keep people away from the vehicle movement areas you should be vigilant and keep a look out. Vehicles have priority over pedestrians.
- 15.5 When entering the inside of a building you must engage your hazard lights and only enter the building when a supervisor indicates it is safe to do so. Your movement to the designated loading/unloading area will be supervised. Likewise, when existing the building you must engage your hazard lights and be supervised. The speed limit inside a building is 5 MPH. You must not enter the warehouse in the vehicle if you are unsupervised.
- 15.6 Reversing of commercial vehicles must be avoided unless it's absolutely necessary, in which case you must be absolutely certain that pedestrians are not in the area where the vehicle will be reversing. If you do reverse you must only do so with your hazard lights engaged. All vehicle reversing movements within buildings must be carried out with the assistance of a banksman/supervisor. If you are reversing up to a fixed object (such as a raised deck or fence) in a

restricted space the manoeuvre must be supervised by a colleague (a formal banksman in the case of reversing in the yard area or a designated colleague in the case of raised decks).

- 15.7 Reversing sounders must not be used between the hours of 11pm and 6am. Apply the side lights to disengage the sounder.
- 15.8 If a banksman is present or someone is supervising vehicle movements make sure you follow the instructions given and ensure your headlights are dipped.
- 15.9 Mobile electronic devices (such as mobile phones, in cab devices, e-cigarettes, earphones) must not be used whilst driving at the Service Centre.
- 15.10 High Visibility Vests/Jackets and safety footwear must be worn in operational areas (the yard and warehouse)

Pedestrians

- 15.11 Please be aware that vehicles have priority over pedestrians. Should you be in the vicinity of vehicle movements ensure that the driver is aware of your presence, remain clear of commercial vehicles and fork lift trucks at a safe distance.
- 15.12 Always follow designated pedestrian routes
- 15.13 Mobile electronic devices (such as mobile phones, in cab devices, e-cigarettes, earphones) must not be used in areas of vehicle activity.
- 15.14 High Visibility Vests or Jackets must be worn in operational areas (the yard and warehouse)
- 15.15 If you have a visitor who is intending to enter the yard or warehouse they must be accompanied

16. Safe Vehicle Marshalling Procedure (Banksman)



- 16.1 Do not attempt to assist with reversing vehicles in the yard area unless you are a **qualified banksman**, in which case you must follow the guidance as set down in

the separate *PARCEL PARTNER Banksman Guide*. If you are not trained to be a banksman you are not permitted to undertake this activity.

17. Safe Loading and Unloading of Commercial Vehicles

Loading and Unloading Preparation – All vehicles

- 17.1.1 Drive the vehicle to the correct loading/unloading area paying careful attention to the site rules about speed restrictions and one way systems. Avoid reversing if you can and only reverse if absolutely necessary, in which case ensure that no pedestrians are near the loading/unloading area. Wherever possible have a colleague/banksman to assist you in ensuring the reversing action is carried out safely. When mounting/dismounting from a commercial vehicle you must ensure you do so safely using the '3 points of contact' method.
- 17.1.2 Never load or unload a commercial vehicle if the ignition/engine is on. The vehicle must be stationary and parked in a level designated loading/unloading area with the keys removed from the ignition and the handbrake applied by the driver. The designated loading/unloading area must be free from obstructions. Never load or unload a vehicle on a gradient.
- 17.1.3 If a tail lift is fitted it must be lowered completely so the driver can gain access to the rear of the vehicle. When loading ensure that you evenly balance items with the weight distribution forward towards the cab to improve vehicle stability and reduce the risks of tipping. The vehicle must not be loaded above its rated capacity and items loaded in order of customer drops to reduce excessive handling.
- 17.1.4 The vehicle load compartment door must be opened and secured in the open position (be cautious of potential falling items which may have become unsecured during transportation). Never stand on the vehicle in order to secure the doors - this must be done from ground level. If excessive strength is required to secure the door this must be reported as a defect so that repairs can be made.
- 17.1.5 The tail lift, if fitted, should now be lowered to the ground.

18.2 Box Vehicles with Tail Lifts

Loading a Vehicle with a Tail Lift

- 18.2.1 Cages, Stillage's, and Pallets should be **pushed** onto the tail lift so that they are clear of the stops. In the case of stillage's and pallets use a pallet truck to assist. If a forklift truck or powered pallet truck is used to accommodate the stillage or

pallet onto a tail lift the vehicle driver must be outside of the vehicle trailer standing in a position that is clear of the forklift or powered pallet truck and other vehicle movements. Only two cages, stillage's or pallets are permitted at any one time. In the case of Loose Freight ensure that these are only stacked to chest height and in the case of pallets they must only be stacked at a height that allows full visibility when they are being moved.

- 18.2.2 The driver should raise the tail lift stop/end plate with their foot. Ensure fingers are kept well clear of the stop and that no other persons are in the vicinity.
- 18.2.3 Standing to the side of the items on the tail lift, the driver should use the wonder lead to raise the tail lift to the same height as the bed of the vehicle, ensuring that you face the edge of the platform (outwards) to reduce the risks of falling. Before doing this insist that other people stand a safe distance (at least 2 meters) from the tail lift.
- 18.2.4 The driver is to **pull** the items clear of the tail lift until it is safe to **push** them into the vehicle trailer using a pallet truck in the case of pallets and stillage's. The item must then be secured using the restraining devices.
- 18.2.5 The driver must exit the vehicle trailer by standing on the tail lift (facing the edge to reduce the risks of falling), using the wonder lead to lower the tail lift to the ground level and exiting the tail lift at ground level. If the vehicle is fitted with a shutter strap for closing the door this must be pulled shut when the **tail lift is at ground level only**. The shutter strap must be long enough to pull from the ground, please report any defective straps. For the avoidance of doubt, never jump from the back of an elevated tail lift or attempt to use a shutter strap to close a door whilst you are elevated. If you identify a damaged strap this must be reported to your Manager so it can be replaced.
- 18.2.6 The tail lift can now be relocated.

Unloading a Vehicle with a Tail Lift

- 18.2.7 The tail lift stop/end plate must be raised whilst the tail lift is still at ground level. Ensure fingers are kept well clear of the stop and no other person is in the vicinity.
- 18.2.8 Standing on the tail lift, the driver is to use the wonder lead to raise the tail lift to the same height as the bed of the vehicle, ensuring that he faces the edge of the platform (outwards) to reduce the risks of falling.
- 18.2.9 The driver then releases the item from its restraining device and will **push** or the case of loose freight place it onto the tail lift (facing the direction of travel to reduce risks of falling from the elevate tail lift). Only two pallets, stillage's or cages are permitted at any one time on the tail lift. Before doing this insist that other people stand a safe distance from the tail lift (at least 2 meters).

- 18.2.10 The driver is then to stand to the side of the items on the tail lift and facing the edge of the tail lift use the wonder lead to lower the tail lift to ground level.
- 18.2.11 Once at ground level, the Driver is to exit the tail lift and move to the front edge to relocate the items safely to the correct delivery point.
- 18.2.12 If the vehicle is fitted with a shutter strap for closing the door this is to be pulled shut when the tail lift is at ground level only. For the avoidance of doubt, never jump from the back of an elevated tail lift or attempt to use a shutter strap to close a door whilst you are elevated. If you identify a damaged strap this must be reported to your Manager so it can be replaced.
- 18.2.13 The tail lift stop can now be lowered and the tail lift can now be relocated.

18.3 Box Vehicles without a Tail Lift

Loading Vehicles without a Tail Lift

From an Elevated Loading Bay

- 18.3.1 Cages should only be loaded into a box vehicle via an elevated loading bay that is level with vehicle bed (cages must never be loaded using a fork lift truck). Cages should be pushed onto the vehicle in the direction of travel and secured using the restraining devices.
- 18.3.2 Pallets and Stillage's should be loaded onto the vehicle via an elevated loading bay that is level with the vehicle bed using a pallet truck or powered pallet truck, pushed in the direction of travel and secured using the restraining devices.

From Ground Level

- 18.3.3 The fork lift driver will secure the stillage or pallet to the forks to perform this activity and raise the item to rest on the bed of the vehicle. You must stay well clear of this activity at ground level a safe distance from the fork lift truck and its load or inside the vehicle trailer a safe distance from the load (if you are unable to maintain a safe distance from the load you must exit the vehicle trailer). Never attempt to prevent a load from falling by intervening whilst a fork lift is in operation. Only when the stillage or pallet is safely resting on the vehicle bed should you move it to the correct loading position using a manual pallet truck and then secure it using the restraining devices. Once completed repeat the process until the vehicle is fully loaded.
- 18.3.4 You are to exit the vehicle trailer using the correct egress method. If the vehicle is fitted with a shutter strap for closing the door this is to be pulled shut from ground

level only. For the avoidance of doubt, never jump from the back of the trailer or attempt to use a shutter strap to close a door whilst you are elevated. If you identify a damaged strap this must be reported to your Manager so it can be replaced.

Unloading Vehicles without a Tail Lift

From an Elevated Loading Bay

- 18.3.5 Cages are to be unloaded only where the receiving site has an elevated loading bay that is level with the vehicle bed. Cages are to be unsecured and pushed off the vehicle bed into the designated unloading area.

From Ground Level

- 18.3.6 Stillage's and Pallets must be unloaded using a fork lift truck. Unsecure the stillage or pallet and manoeuvre it to the rear edge of the vehicle trailer so that the fork lift can access it. You must now maintain a safe distance from the fork lift truck and the load whilst the fork lift removes the stillage from the vehicle. If you are unable to maintain a safe distance inside the vehicle trailer you must exit the vehicle trailer and remain a safe distance until the process is completed. Never attempt to prevent a load from falling by intervening whilst a fork lift is in operation.
- 18.3.7 You are to exit the vehicle trailer using the correct egress method. If the vehicle is fitted with a shutter strap for closing the door this is to be pulled shut from ground level only. For the avoidance of doubt, never jump from the back of the trailer or attempt to use a shutter strap to close a door whilst you are elevated. If you identify a damaged strap this must be reported to your Manager so it can be replaced.

18.4 Soft (Curtain) Sided Vehicles – Single Deck

Loading a Soft (Curtain) Sided Vehicle

- 18.4.1 Curtain sided vehicles should preferably be loaded from the rear. Loading on the side should **only** take place where rear loading is not practicable. When loading a curtain sided vehicle the same principles apply as that described previously for box vehicles with a tail lift and box vehicles without a tail lift depending on whether a tail lift is fitted or not.
- 18.4.2 Access to the load compartment for loading or unloading must never be made using the side rails. Access is required through the rear of the vehicle.

Unloading a Soft (Curtain) Sided Vehicle

18.4.3 Visually check for bulging curtains before opening. Never open curtains if a bulge is evident indicating that a load has become unstable – if this is the case stay with the vehicle and call for assistance. Ensure that someone stays with the vehicle to prevent other operatives from attempting to open the curtain whilst the Manager or Supervisor is informed so that a safe system is agreed. You are only to open the part that is necessary.

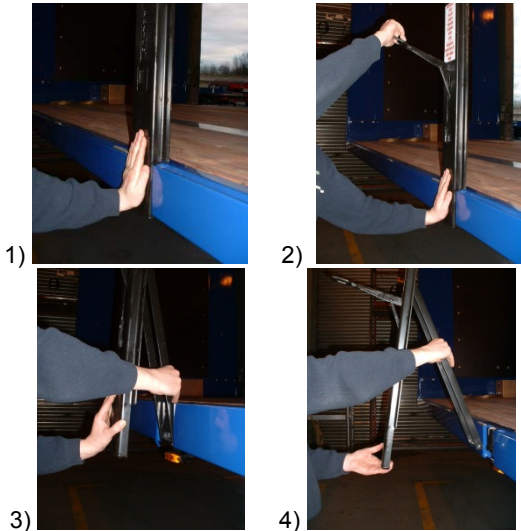
Procedure for opening the curtain

18.4.4 The curtain is usually secured with ratchet straps / buckles or equivalent along the bottom, these are to be released before de-tensioning the end pole. To de-tension the end poles, ensure the pole is securely located at the top and bottom before accessing and using the handle at the bottom of the pole. To de-tension wind the handle towards the middle of the curtain, the opposite is to tension. Closing the curtain is the reverse of this process.



1. Slide locking handle to the open position
2. Wind tensioning handle towards the middle of the curtain
3. Lift end pole upwards to remove from locatina device

Centre post: detaching, moving and securing



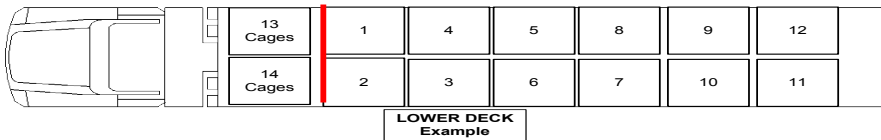
- Ensure the centre post is secure top and bottom before detaching by using the flat of your hand to apply moderate pressure away from you onto the post to ascertain any movement.
 - Use the handles or place the flat of your hand on the bottom of the post. (See image 1)
 - Use the other hand to locate and lift the lever, whilst maintaining slight pressure with the other. (See image 2)
 - Release the applied pressure slowly allowing the post to move towards you, ensuring the moving back of the post remains hooked to the chassis. (See image 3)
 - Then lift the chassis hook out without letting go of the post and bring both parts together. (See image 4)
 - **Warning:** Shearing hazard, ensure fingers are away from closing parts.
 - The centre post can now be slide towards the front or rear of the vehicle but care should be taken not to de-rail the runners at the top of the post.
 - Securing the post is the reverse of the above, but checks must be made at the end to ensure the post is secured to the chassis.
- 18.4.5 Side unloading is undertaken by a fork lift truck only. Ensure that you stand well clear of any fork lift trucks whilst the unloading is taking place facing the exposed edge of the vehicle compartment if you remain inside the load compartment.
- 18.4.6 Unloading small freight by hand, pallets, cages or stillage's without the use of a fork lift truck must be undertaken from the rear access of the vehicle never from the side. If accessing the vehicle load compartment to retrieve items whilst the curtains are open you must ensure that you remain a safe distance from the exposed edge and face the exposed edge (never work with your back towards the edge). Never walk along the leading edge of the load compartment. Once the items have been retrieved you must exit the vehicle to unload the items through the rear. Never 'pass' items down from the exposed edge of the load compartment to a colleague or other person when unloading – items must be taken to the rear of the vehicle and offloaded in the same way as would be done with a box vehicle. Please remember that unloading at the side is only for fork lift trucks.
- 18.5 Double Deck Soft (Curtain) Sided Trailers**



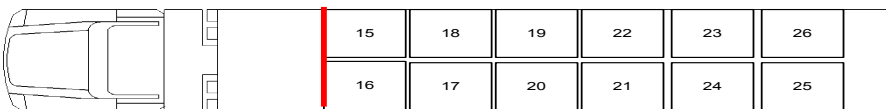
Loading a Double Deck Soft (Curtain) Sided Trailer

- 18.5.1 When working in and around the area of a double deck vehicle being loaded and unloaded you **must** wear a safety helmet **at all times**.
- 18.5.2 Ensure that any item that is loaded onto a double deck trailer is **secure** and **stable** to reduce risks of movement in transit. This means that palletised loads must be shrink wrapped to the pallet base, any lengths must be inside stillage's. Loose freight items are not allowed on double deck trailers.
- 18.5.3 When loading ensure that you evenly balance items with the weight distribution forward towards the cab to improve vehicle stability and reduce the risks of tipping. Loading must commence from the intermediate headboard, **starting on the lower deck** first ensuring both sides of the trailer are used before moving in sequence to the rear of the trailer. The vehicle must not be loaded above its rated capacity and items loaded in order of customer drops to reduce excessive handling. Do not use the side curtains as a restraining device; they are not designed to secure loads. On the upper deck only secure shrink wrapped pallets can be stored and they must be restrained using the restraining devices. Any cages must only be loaded onto the swan neck of the trailer. The following images show the loading sequence for the lower and upper deck.

LOADING SEQUENCE - LOWER DECK FIRST



LOADING SEQUENCE - UPPER DECK LAST



- 18.5.4 Curtain sided vehicles should preferably be loaded from the rear. Loading on the side should **only** take place where rear loading is not practicable. When loading a curtain sided vehicle the same principles apply as that described previously for box vehicles with a tail lift and box vehicles without a tail lift depending on whether a tail lift is fitted or not.

- 18.5.5 Access to the load compartment for loading or unloading must never be made using the side rails. Access is required through the rear of the vehicle. The vehicle door must be opened and secured in the open position. Never stand on the vehicle in order to secure the doors - this must be done from ground level. If excessive strength is required to secure the door this should be reported as a defect so that repairs can be made.
- 18.5.6 Loaded trailers must be secured using all load restraining straps (minimum of 9 on each side of the trailer). Defective restraining straps must be reported immediately and replaced before loading can be completed.
- 18.5.7 The vehicle driver is responsible for ensuring the load has been sufficiently secured prior to and during transit until all collections and deliveries have been completed.

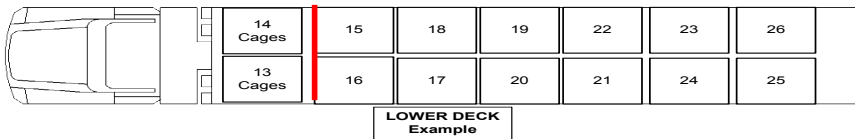
Unloading a Double Deck Soft (Curtain) Sided Trailer

- 18.5.8 When working in and around the area of a double deck vehicle being loaded and unloaded you **must** wear a safety helmet at **all times**.
- 18.5.9 The vehicle door must be opened and secured in the open position (be cautious of potential falling items which may have become unsecure during transportation). Never stand on the vehicle in order to secure the doors - this must be done from ground level. If excessive strength is required to secure the door this should be reported as a defect so that repairs can be made. **Never open curtains if a bulge is evident** indicating that a load has become unstable – if this is the case stay with the vehicle to ensure no one else attempts to open the curtains and raise help to ensure that someone stays with the vehicle until the Manager or Supervisor can be informed so that a safe method of access is agreed.
- 18.5.10 Side unloading is undertaken by a fork lift truck only. Ensure that you stand well clear of any fork lift trucks whilst the unloading is taking place.
- 18.5.11 Unloading pallets, cages or stillage's on the lower deck without the use of a fork lift truck must be undertaken from the rear access of the vehicle never from the side. If accessing the vehicle load compartment to retrieve items whilst the curtains are open you must ensure that you remain a safe distance from the exposed edge and face the exposed edge (never work with your back towards the edge). Never walk along the leading edge of the load compartment. Once the items have been retrieved you must exit the vehicle to unload the items through the rear. Never 'pass' items down from the exposed edge of the load compartment to a colleague or other person when unloading – items must be taken to the rear of the vehicle and offloaded in the same way as would be done with a box vehicle. Please remember that unloading at the side is only for fork lift trucks. The following unloading sequence must be applied:

UNLOADING SEQUENCE – UPPER DECK FIRST



UNLOADING SEQUENCE – LOWER DECK LAST



Dealing with loose items on the upper deck

- 18.5.12 If you identify any loose items that are at risk of falling on the upper deck you must stop work immediately. Stay with the vehicle to ensure no one else is put at risk and ensure the Manager or Supervisor is notified so that the risk can be assessed. Do not attempt to unload the item unless the Manager or Supervisor has indicated that it is safe to do so.

Physical access to the upper deck

- 18.5.13 You must only access the upper deck where **unavoidable**, for example to retrieve lost items that cannot be retrieved by any other means. You must never routinely access the upper deck.
- 18.5.14 When accessing the upper deck you must wear a **safety helmet** and a **harness**. Both must be inspected prior to using them.
- 18.5.15 Prior to access the barn doors must be closed securely and all of the other freight (from both the upper and lower deck) must have been removed from the vehicle.
- 18.5.16 Access to the upper deck must be via the built in ladder on the intermediate bulk head. Once on the upper deck you must at all times be safely harnessed to the vehicle to remove fall risks. To do this first secure the two short vehicle load restraining straps to your safety harness. If access is needed beyond the post protruding through the neck walk up to it, unclip one strap, pass it around the post and re-clip it back on the other side. When coming back you can reverse this process.

19. Safe Coupling/Uncoupling of Commercial Vehicles

19.1 Close coupling is not allowed

Preparation

- 19.2 Only operatives with a valid vehicle license (Class 1 license) or those that have completed shunter training can perform this process. To be competent you must have received an 'Authority to Operate' notice from the Company.
- 19.3 Prior to exiting the tractor unit ensure that the vehicle is parked safely, i.e. park brake is applied, vehicle is in neutral (for automatic boxes), engine has stopped, keys have been removed and the door is closed after exiting. The tractor unit and trailer must be in a straight line. Safely leave the vehicle following the correct vehicle egress system.
- 19.4 Ensure that no pedestrian or other vehicle movements are occurring in the vicinity. There must be no adjacent vehicle movements to perform this activity.
- 19.5 Unit hazard warning lights must be in operation for this activity.
- 19.6 Prior to carrying out this activity the trailer park brake must be engaged and checked and the shunt button disengaged and checked as per the image. Never have the shunt button engaged as this will disengage the parking brake.



- 19.7 Drivers will need to identify the suitable method by assessing the trailer type and tractor units fifth wheel settings to facilitate connection (i.e. stop at least 1 metre (prior to coupling) from the trailer).
- 19.8 The coupling and uncoupling process must be completed without interruption. If an interruption occurs you must start the process again.

- 19.9 Visually check the fifth wheel and locking devices of the tractor unit plus the king pin and rubbing plate on the trailer for any signs of damage. If any damage is apparent do not continue, apply the trailer brake and report this to your Manager.

Coupling the Tractor Unit and Trailer

- 19.10 Slowly reverse the tractor unit in a straight line towards the front of the trailer
- 19.11 Stop at approximately 1 meter away from the trailer, apply the tractor unit parking brake, stop the engine and remove the ignition keys. Now exit the vehicle cab safely using three points of contact.
- 19.12 Fit the chock to O/S front tractor unit steer wheel (leaving a gap of approximately 3 inches)
- 19.13 Ensure the trailer parking brake is applied correctly.
- 19.14 Make any necessary adjustments to the trailer coupling height. Never walk underneath trailers.
- 19.15 Access the vehicle cab, secure the door and re-check that the tractor units parking brake is applied select reverse gear. Carry out a visual all round check using mirrors and shoulder check to ensure that no vehicle or pedestrian movements are underway in the vicinity.
- 19.16 Slowly reverse the tractor unit under the trailer until the fifth wheels jaws engage. Now carry out a 'tug test'.
- 19.17 Apply the tractor unit parking brake, stop the engine and remove the keys. Exit the vehicle cab safely.
- 19.18 Readjust the chock in relationship to the O/S front tractor unit steer wheel (leaving a gap of approximately 3 inches)
- 19.19 Visually check that fifth wheel jaws have engaged correctly and fit the security clip or safety device.
- 19.20 Access the vehicle gantry using the steps and hand holds and connect the service airline (yellow first), then the remaining airlines and electrical connections.
- 19.21 Wind up the landing legs and secure the handle and release the trailer handbrake. DO NOT try to access the vehicle cab if the vehicle starts moving, instead immediately clear the area of pedestrians and shout warnings.
- 19.22 Return to the cab and remove the stow chock safely. If the chock is stuck check the hand brake is on before attempting to remove it.

- 19.23 Carry out a final visual all round check and slowly pull away. For trailers fitted with the safe connect system you will need to apply the footbrake to enable the trailer brake to release.
- 19.24 Move the trailer to a safe area away from any dock exclusion zones and adjacent vehicle movements to complete remaining checks of lamps, tyres, attaching number plate, ABS/EBS warning lights and short brake test.

Uncoupling the Tractor Unit and Trailer

- 19.25 Disconnecting is the opposite and reverse sequence of connecting. Be cautious of uncoupling the trailer if heavy freight is front loaded, report this to the Manager.

20. Safety at Customer Sites – Deliveries and Collections

B2B Commercial Deliveries and Collections

- 20.1 Always park in a safe area and report to the customer reception/deliver 20 to request information on where and how to load/unload at their location. Drive the vehicle to the correct loading/unloading area paying careful attention to the site rules about speed restrictions, use of personal protective equipment and one way systems. Avoid reversing if you can and only reverse if absolutely necessary, in which case ensure that no pedestrians are near the loading/unloading area. If a banksman is used follow the instructions given.
- 20.2 Never load or unload a commercial vehicle if the ignition/engine is on. The vehicle must be stationary and parked in a level designated loading/unloading area with the keys removed from the ignition and the handbrake applied by the driver. The designated loading/unloading area must be free from obstructions. Never load or unload a vehicle on a gradient. If the customer requests you to load or unload a vehicle in an unsafe area – i.e. on a gradient or where pedestrians are moving, politely explain that you have a safety concern and are unable to complete the activity, please inform your Manager if you feel you are unable to complete the activity safely.
- 20.3 If the customer is using a fork lift truck or powered pallet truck to load or unload your vehicle you must remain clear of the loading activity in a safe area, either outside of the trailer or inside the trailer at a safe distance from the activity. For the avoidance of doubt you must not work in the direct vicinity of fork lift trucks. Never attempt to retrieve or stabilise a load whilst a fork lift is operating. Only manoeuvre goods when the fork lift is stationary and clear of the vehicle. If the customer requests assistance which is unsafe please politely explain that you have a safety concern and are unable to complete the activity, please inform your Manager if you feel you are unable to complete the activity safely.

- 20.4 Never use a customer fork lift truck even if you are a qualified driver as you are not insured to do this.
- 20.5 The customer must never physically enter the rear of your vehicle trailer to assist with loading or unloading. Please politely request that the customer does not do this.
- 20.6 Loading and Unloading is to be performed in line with the procedures for vehicle loading and unloading and manual handling.

B2C Home Deliveries and Collections

- 20.7 Manoeuvre the vehicle to a safe loading/unloading area paying careful attention to other vehicles, access and egress routes, pedestrian movements and parking restrictions. Avoid reversing if you can and only reverse if absolutely necessary, in which case ensure that no pedestrians are near the loading/unloading area.
- 20.8 Never load or unload a commercial vehicle if the ignition/engine is on. The vehicle must be stationary and parked in a level designated loading/unloading area with the keys removed from the ignition and the handbrake applied by the driver. The designated loading/unloading area must be free from obstructions. Never load or unload a vehicle on a gradient unless absolutely unavoidable.
- 20.9 When you are safely parked visually assess the route of delivery before undertaking the process. You must ensure the route is clear of obstacles and is suitable for safe access and egress. If hazards are present please ensure that these are removed.
- 20.10 For 2 Man Deliveries the customer must not be allowed to assist with carrying or lifting the items to be delivered. If the customer attempts to assist please politely decline the offer.
- 20.11 For 1 Man Deliveries you are to lift and handle the item yourself unless this is not practicable. You must not allow a vulnerable customer to assist with carrying or lifting items, such as a new or expectant mother, young person or elderly resident. Please use common sense to apply this rule.
- 20.12 The customer must never physically enter the rear of your vehicle trailer to assist with loading or unloading. Please politely request that the customer does not do this.
- 20.13 Loading and Unloading is to be performed in line with the procedures for vehicle loading and unloading and manual handling.

21. Safe Access and Egress for Commercial Vehicles

General Principles

- 21.1 Ensure the vehicle is secure and safely parked on level ground and is stable and check that the ground conditions are suitable, i.e. firm and level.

Cab Unit Entry and Exit

- 21.2 Always face the vehicle using three points of contact. The fixed handrails either side of the door and the steps should be used. Steering wheels are not suitable handholds. Never jump from the vehicle cab to exit.



Tractor Unit Gantry

- 21.3 Generally there are two designated points of contact, the steps and a single handhold. Where units are connected to trailers additional balance can be achieved by placing one hand on the trailer bulkhead.



- 21.4 Shutter doors – unlock and open the shutter door by pulling it up slowly, achieved by stepping up on the leading leg and keeping the arm holding the door straight. Take care when opening the door in case items have moved in transit. Pull the

door upwards maintaining momentum so that the shutter door handle passes level with the chest and continue climbing until you can step into the load compartment. When both feet are on the bed of the trailer release the frame and then the shutter handle paying careful attention not to trap your fingers.



- 21.5 Load compartment exiting to the ground – facing the leading edge pull the shutter down so you can locate the external shutter handle with the relevant hand. Do not step on vehicle buffers as they can be slippery, move or rotate. Turn around (back to leading edge) and locate the frame handle with the other hand. With a positive grip lean backwards, locate and step down onto the foothold. Only when both feet are on the ground should you release the handholds. Never jump from the back of the vehicle bed to exit.

Load Compartment Entry/Exit from a raised deck

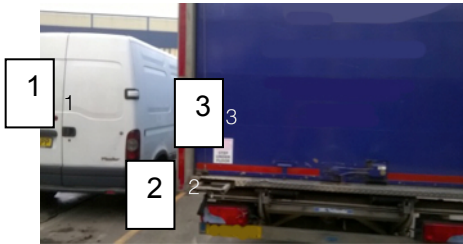
- 21.6 Open the shutter door by pulling the handle upwards taking care to control the shutter door to avoid trapping fingers and checking for falling objects as items may have moved in transit. Only open doors once the load compartment is flush against the raised deck and then install the bridging plate.

Opening Barn Door Load Compartments

- 21.7 Vehicles with this type of door are fitted with footholds and handholds to enable three points of contact. Open the door taking account of wind conditions and be cautious of falling items where items may have moved in transit. Open one door at a time and keep hold of unrestrained doors. When opening stand behind the door and pull towards you to provide a shield and deflect any potentially falling items. Once the door is in line with the side of the load compartment move to the inside of the door and push it open fully then restrain the door in the open position using retention bars or equivalent. Before opening the second door check for items leaning against it and if safe to do so open and restrain in the same way as the first door.

Load Compartments (Entry from ground level)

- 21.8 Pull out the ladder (under the load compartment – number 2) or in the case of some models the under run bar. There is a handhold located on the door compartment frame (1) and another on the shutter itself (3). If handholds are not available use the tail lift for safe access. Tail Lift structures are not however designed as foot or handholds.



- 21.9 In the case of curtain sided vehicles there may be additional side access points, as is the case for double deck trailers. The images below show access to the lower deck steps and modified side rails with additional bracket and tread to prevent slips. Access to the swan neck is via a fixed pull out ladder with pull up anchor points for alternative handholds. In both cases securing a restraining strap in a suitable position creates a second handhold.



22. Safe and Efficient Driving Techniques – Commercial Vehicles and Company Cars



General

- 22.1 In order to drive for the purposes of work you must hold a valid driving license, hold a Driver CPC if you drive a vehicle that is over 3.5 tonnes, be covered by appropriate insurance, follow the highway code and comply with the Road Traffic Act. If you are unsure you are able to comply with these aspect please inform your Manager.
- 22.2 Drivers must inform their Manager as soon as possible if there is a change in circumstance that affects their license, such as loss or suspension of license, license endorsements or cautions, summonses or convictions from driving offences, or a medical condition.

Fitness to Drive

- 22.3 If you feel your ability to drive safely is compromised or you have been advised not to drive by a medically qualified person inform your Manager immediately. Your pre-employment medical questionnaire must have highlighted any medical risk for driving.
- 22.4 The minimum eyesight standard is that drivers must be able to read a vehicle number plate from a distance of 20.5 meters (about 5 car lengths). Drivers of commercial vehicles must have a regular recorded eyesight test to ensure you remain within the required standard. If you need glasses to drive please use them.
- 22.5 For women, if you are pregnant your doctor may exempt you from wearing a seatbelt in unusual circumstances in which case it's important that your Manager is aware of this if you drive for work. Pregnant women should try to ensure that the diagonal strap is resting on the shoulder, not the neck and located on the breastbone between the breasts. The lap belt should be placed over the pelvis, not the bump. As the pregnancy progresses the drivers position should change so that you sit as far back as possible from the airbag whilst ensuring you can still easily reach the controls.

- 22.6 If you have a disability that affects driving such as deafness or reduced physical capacity, for example your ability to turn your head fully, your Manager needs to understand the additional risk so that they can take proper advice to reduce safety risks and make any reasonable adjustments.
- 22.7 Alcohol and drugs (and in some cases legal medicines) can affect your driving. Do not consume alcohol or drugs when driving. If you are taking prescribed medication please ensure that you note any that can affect your ability to drive safely and notify your Manager.
- 22.8 If you are a commercial vehicle driver you must complete a medical assessment when you are aged 45 and then every 5 years afterwards. If you have not completed this medical please inform your Manager.

Preparation before driving

- 22.9 Ask yourself first of all whether the driving is necessary in the first place. Obviously in some cases, such as in the case of delivery drivers it's unavoidable, but often if we are attending meetings there might be a better alternative such as video conferences or telephone calls. Also are there any alternatives to driving long distances such as using trains or driver sharing. Driving is not always the most economical way to travel and it's worth questioning the necessity to drive if there is a less hazardous alternative.
- 22.10 Plan your route. Think about avoiding schools and hospitals, city centres and busy urban environments as far as you can as these are the highest risk areas. If you are using a Satnav make sure you input your destination before you set off, or at least stop somewhere safely to do so. Also think about your rests, it's advisable to stop every 2 hours or earlier if you are feeling tired and take at least a 15 minute break.
- 22.11 If you need to travel a long distance early in the morning, the journey takes more than 2 hours in one direction or you are returning home late after working a full day it might be more sensible to stay overnight.

Concentration when driving

- 22.12 Using a mobile phone when driving often means that you fail to see road signs clearly, fail to maintain proper lane position and consistent speeds, you are more likely to travel too closely to the car in front and your breaking reaction time is slower. Using a mobile phone means texting, making and receiving calls. Never use a mobile phone when driving.
- 22.13 Satnav's should only be programmed when your vehicle is stationary. Smoking, eating and drinking on the move also affects concentration, it's much better to

take a break and park somewhere safely. Smoking is prohibited in commercial vehicles and other vehicles provided by the employer

- 22.14 Keep hydrated when driving as this will help you to stay alert. It is a good idea to carry a bottle of drinking water to help with hydration.

Awareness when driving

- 22.15 Follow the speed limit. If you don't know the speed limit, a good tip is that if you see a lamppost assume its 30 MPH.
- 22.16 If you see children or dogs aim for 20MPH.
- 22.17 Slow down when entering small villages.
- 22.18 Give yourself plenty of time for your journey.
- 22.19 Try to anticipate the road ahead and give yourself plenty of distance between yourself and the vehicle in front so that you could stop easily (aim for 3 seconds between you and the car in front), look out for obstacles in the road or on the pavement that increase risks, think about bikes, particularly when you turn left by checking your blind spot. Indicate clearly so that everyone else knows what you are doing, check before you open your door for bikes and pedestrians.
- 22.20 Reduce the need for reversing as far as you can.

Security Incident when Driving

- 22.21 If you are involved in a security incident when driving please act in a non-confrontational way and cooperate with any instruction. Following the incident report in line with Company Policy and inform the Police. Await further instructions.

Driving in extreme weather

- 22.22 You should only drive if you feel it is safe to do so. In extreme weather conditions if you are concerned about safety you should notify your Manager so a decision can be made on whether it is safe to drive. If you are driving and the weather conditions become extreme and dangerous and you feel the conditions are unsafe you should stop the vehicle in a safe place and notify your Manager that you have done so. Only when you feel it's safe to do so should you continue on your journey. As a driver you are best placed to make the decision on whether it is safe to continue to drive.

Breakdowns

- 22.23 If your vehicle breaks down please contact your breakdown provider for assistance. Remain in the vehicle cab if it's safe to do so ensuring the vehicle is secure.
- 22.24 Never attempt to change a tyre on road yourself, call for assistance if you are unable to reach a traffic free safe place.

Vehicle Efficiency and Environmental Impact

- 22.25 If it's safe to do so, turn off your engine when you are stationary for more than a minute or two.
- 22.26 Shift to a higher gear as soon as possible. Driving at lower engine speeds reduces fuel consumption.
- 22.27 Drive smoothly. Anticipate the road as far ahead as possible to avoid unnecessary braking and acceleration. Decelerate when slowing down.
- 22.28 Slow down. Avoid excessive speeds. Driving at 80 MPH uses 25% more fuel than driving at 70 MPH.
- 22.29 Close windows if travelling at 60 MPH or more. Aerodynamic drag adds more to your fuel usage.
- 22.30 Check your tyre pressure at least once a month. Underinflated tyres increase fuel consumption.
- 22.31 Lighten your load. Carrying unnecessary excess load increases your fuel consumption.
- 22.32 Air conditioning. Use it sparingly as it increases fuel consumption.

23. Energy Awareness



- 23.1 Consider switching off heating appliances such as radiators in areas that are not often used or consider whether the thermostats can be turned down. When heating is on ensure that windows are closed to prevent heat loss. In cooler

months keep window blinds or curtains open on sunny days but close them at night.

- 23.2 Think about setting hot water temperature at 60 degrees.
- 23.3 In summer months, when using air conditioning, if you close blinds to reduce heat from outside the air conditioning will work more efficiently.
- 23.4 Try to use natural lighting wherever possible in favour of artificial lighting. Keeping windows clean will help. Turn lights off in areas that are seldom used such as toilets, cupboards or server rooms if it's safe to do so.
- 23.5 Switch off equipment that is not being used. This would include scanners, photocopiers, vending machines, monitors, and computers. Remember a computer screensaver is not an energy saver think about setting your power options so that the computer hibernates when it's not being used. Also check your phone charger, has this been left on
- 23.6 Whilst driving efficiently makes a big difference, think about avoiding the need to drive where possible by sharing journeys or using alternative transport or make use of conference calls and video conferencing if practical.