

Working on the back of commercial vehicles – SsoW - 0009

SAFETY INSTRUCTION AND RULES



Hazards associated with this Task		
Fire	Entrapment/ Crush	Lone Working
Head / Body Strike	Struck By	Slips / Trips & Fall from Height
Incorrect manual Handling	Cuts / punctures / Abrasions	New Equipment / Site / environment

Standard Safety Rules



Company-issued PPE to be worn at all times.



Use designated walkways where available, DON'T RUN.



Always be aware of your environment and follow any hazard or directional signage.



Mobile phones are not to be used whilst driving or operating MHE in the warehouse.



No smoking on the premises or in vehicles. Designated smoking areas are provided.



Check your work area routes for spillages and trip hazards before you commence your work activity.



Report any defects, spillages, ice build-up or any hazard that is likely to cause an accident.



Vehicle and equipment defects must be reported immediately to your line manager, and the Equipment or vehicle must be taken out of use if required until repaired.

Clean as you go, always clear away pallet wraps and packaging ties.

PPE Required for working on the back of a commercial vehicle.

Before you start....

You must always use the appropriate PPE to complete both training and your work activity; it must be appropriate for the task you are undertaking and in good condition. If there are any defects such as tears, rips, wearing treads or anything that may contribute to an accident, you **MUST** report it to your manager so a replacement can be issued.

Hi Viz vest, must be clean in good condition and free from graffiti. Reflective tapes must be kept in good condition to ensure you can be seen in poor visibility.



Safety footwear must be in good condition, with suitable toe protection, good grip and fastened properly. If your shoes are damaged, you must report this to your line manager before you start work. Safety footwear must be marked "SB" meets the minimum EN ISO 20345 standards for protection and slip resistance



Gloves, in good condition, the grip covering or webbing should be in good condition and the body of the gloves should show no holes or sign of fraying.



Safety Glasses if required must be CE marked, free from scratches and cracks Defects should be reported to your line manager as soon as possible.



Thermal clothing if required.



Aim;

To provide instruction on how to complete your work activities safely so that both you and everyone around you are protected from harm. This document will explain the risks associated with this activity and will give clear instructions on how to operate safely.

Objective;

After completing this training, you will understand the risks and how to operate safely at all times. By following the instructions, you will be able to manage the risks associated with these activities and equipment. Then, by correctly completing the training declaration, you will demonstrate your knowledge and understanding, and it will show that you can operate and manage these tasks with the associated equipment safely.

Why is this Important?

Working on the back of a commercial vehicle can be hazardous; therefore, we need to make you aware of the risks, so you know how to work on the back of a commercial vehicle safely. You need to understand what could happen if you don't follow and apply the rules you have learnt.

Remember!

"It's the duty of every employee whilst at work, to take reasonable care for the Health & Safety of himself and of other persons who may be affected by his acts or omissions at work ("Health & Safety at Work Act 1974")

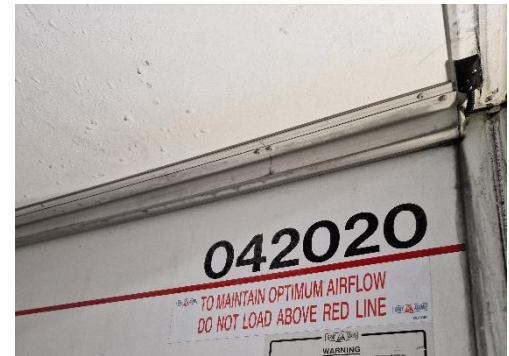
Working on the back of a trailer

Working on the back of a trailer or a rigid commercial vehicle is an essential part of our business in order to both receive stock and to send out picked orders for customers. Stock is sent out on pallets (Ref: SSoW-006 Use of pallets) at either frozen, chilled, or ambient (room temperature) depending on the orders.

NOTE: No-one should be in the loading or unloading area if they are not suitably trained or authorised to be there.

Inside a trailer

- Before you enter or exit any vehicle from a dock you must ensure the dock leveller is placed squarely and correctly onto the trailer flatbed (Ref: SSoW003 Use of docks).
- You must **NEVER** enter a vehicle or trailer if the dock leveller is not in place.
- You must **NEVER** remove the dock leveller if an employee or person is still working in the trailer.
- You must be aware that the height of the vehicle and the dock can vary, even on the same vehicle when empty and full.
- Dock levellers should NOT be extended to a steep slope either up or down, as any load going over it will be difficult to control. Any concerns about the dock leveller, please contact your line manager.
- Once the vehicle is in the bay, turn on any available bay lights and vehicle compartment lights and check the trailer for any signs of damage, e.g., to the floor. This must be reported to your line manager.



Vehicle Load Lines

Always adhere to load lines within commercial vehicles, as this allows the flow of air around a product to ensure it stays at the required temperature. You **MUST** ensure you never exceed the maximum height for a pallet or load denoted load line.

Vehicle Load

- Loads should be spread as evenly as possible during both loading and unloading. Uneven loads can make the vehicle unstable.
- Be aware that loads can move in transit and become loose.

Icy Conditions

- Employees must be aware that ice can accumulate on the rear of the vehicle during operation, creating a slip hazard, and should take appropriate care when accessing or working in this area.
- Ensure the vehicle's drain holes are checked regularly for any damage or debris this will help reduce the build-up of ice.

Pallets

Pallets are an important way to move stock on a vehicle. The use of pallets is detailed in SSoW-011. This safe system looks specifically at moving pallets, which includes on to and off of vehicles.

With good manual handling techniques and the correct equipment, pallets can be safely moved by individuals; however, the main rule to always remember is, if after attempting to move the pallet and it doesn't move, then you must stop and seek assistance. DO NOT use excessive force, as you may hurt yourself.

Loading pallets onto a vehicle is generally done using a Power Pallet Truck (PPT). This information is detailed in SSoW-004 (Use of a PPT / LLOP) but moving pallets once on the vehicle or unloading at a customer are completed by using a hand pallet truck (HPT), the details of which are in SSoW-013 (Use of an HPT). You must not use an HPT unless trained to do so.

The general rules that must be followed are:

- Never use broken pallets; any that are identified should be removed and labelled to prevent further use.
- Be vigilant when working with Hand Pallet Trucks, especially when entering and exiting the vehicle. Pay attention to your surroundings at all times.
- Boxes must be stacked carefully using the whole of the pallet. Load the pallet with the weight evenly distributed and do not overhang the edge of the pallet.
- The pallet must then be suitably wrapped.
- Employees should use safe manual handling techniques and avoid excessively leaning over to place items on the pallet. Extra care should be taken when lifting heavy items, only lift what you are comfortable with or seek assistance from others.
- Do not place heavy items on top of soft or fragile products as the boxes may collapse.
- Always stack products with arrows on the box pointing in the correct position. If in doubt or you are struggling with certain items, inform a supervisor.
- Loose items should be placed in empty boxes before stacking onto a pallet.
- Extra care should be taken with packages containing glass. If a glass product has been damaged, see a cleaner or supervisor.
- When picking chemicals, ensure that the up arrows are in the correct position – report any spillages or damaged packaging to your line manager.
- Chemicals must always be stored at the bottom of a pallet and beneath food products. Separate chemicals from food products with a plastic dividing sheet.
- Under no circumstances should an employee climb over picked orders or stand on pallets and stock to reach items.
- As a guideline, pallets should not be stacked more than 1.83 m high / 6 feet. Over-stacked pallets cause problems for our drivers when manoeuvring and accessing products in our commercial vehicles. However, consideration must be given to the size and density of products being loaded.
- Ensure that the load is stable and secure, especially when moving around corners. If in doubt, shrink-wrap the load.

- If using pallet collars, they should be inserted firmly onto the pallet – damaged collars should be removed from use until repaired.
- All HPTs must be secured before moving the vehicle.

Securing the load in the rear of commercial vehicles

Ensure that all loads are secure and that all restraining bars and straps have been secured to prevent injuries.

Loading Bars

- When using restraining bars, adopt the correct manual handling techniques, always pick a pole up from one end, not the centre, if it is lying flat on the floor.
- Do not leave bars on the floors of vehicles as they can slide around and be a trip hazard; always stow them in a safe position.
- Do not prop a bar up against the side of the vehicle when not in use; always stow it in its correct and safe position.
- When moving bars, always be aware of other people working with you and the position they are in, to avoid hitting them with the bar.
- Ensure the guide for the poles is thoroughly cleaned before use as excessive debris can prevent the poles from being secure in their restraining position.

Straps

- Any straps that are worn or damaged must not be used and must be replaced.
- Ensure any restraining straps are tied up out of the way, as they can be a slip/trip hazard.
- If you are having difficulty with any restraining bars or straps, inform a manager.

Bulkheads

What is a bulkhead?

A bulkhead is a secure, snug-fitting partition. It is basically a wall inside the vehicle that can be moved depending on the size of the loads. It splits the back of the vehicle into different compartments as we move stock that needs to be transported at different temperatures. Other vehicles may have different types of bulkheads with different locking devices.

Moving a bulkhead

Bulkheads are heavy, and the correct manual handling techniques must be used. If they are frozen in place or too heavy, STOP and seek assistance.

When handling the bulkhead/partitions, if required and available, you must request assistance and refrain from attempting to handle any load that exceeds your capability.

When unloading or loading our vehicles, if any bulkhead/partition cannot be fastened securely, then this must be reported immediately to your line manager. Ensure all bulkhead/partition locking devices are secure before walking underneath.

Under no circumstances should unloading / loading continue until the bulkhead/partition has been secured/removed or damage made safe

Where the dislodged or damaged bulkhead / partition cannot be secured or removed safely and the area made safe, then unloading / loading must not occur.

Once the rear of the vehicle has been inspected and the bulkhead/partition is secured or removed and any damage made safe, only then can loading/unloading continue.

Once the defective or loose bulkhead/partition has been secured or removed, then the corrective action MUST be recorded on the defect report form.

When lifting bulkheads/partitions, always use the correct manual handling techniques. Ensure that the bulkhead/partition is stowed correctly before you start loading/unloading or the vehicle moves.

The handles on the doors can be tight, especially when cold and can be a trapping hazard. Gloves are available.

BULKHEAD / PARTITIONS MUST NOT BE PROPPED UP IN ANY CIRCUMSTANCES

If not in use, ensure the bulkhead has been securely stowed away to prevent it sliding or falling while the vehicle is in motion.

Working on a Tail Lift

Before use, the tail lift must be thoroughly checked to ensure it is operating correctly and that all safety features are in place. Any defects must be reported to your line manager, and the lift must not be used until safety checks are carried out. The platform surface must be kept clear of debris, packaging, and food spillages, and extra care must be taken in adverse weather conditions such as rain, snow, or ice. The lift must not be operated until the surface has been confirmed clean, dry, and safe for loading or unloading.

When working on or exiting via a tail lift, the platform must always be fully lowered and level with the ground before stepping onto it or leaving the vehicle. Never attempt to exit the vehicle while the lift is in motion or at height, and under no circumstances should you jump from the vehicle, as this presents a significant risk of injury. Ensure the area around the tail lift is clear of obstructions and people before operating.

Safety flaps or side guards fitted to the tailgate must always be in the correct position when positioning pallets for off-loading, as they prevent loads and operators from slipping or falling from the lift platform. This is a critical safety measure and forms part of compliance with UK Health & Safety at Work regulations. Failure to use safety flaps correctly can result in serious accidents and may be a breach of legal duties under PUWER (Provision and Use of Work Equipment Regulations) and LOLER (Lifting Operations and Lifting Equipment Regulations).

Only trained personnel should use the tail lift controls, and safe, steady movement on and off the lift must be maintained at all times.

Loading and Unloading Supplier Vehicles and Vans

Delivery vehicles will come in a variety of different styles and specifications. When entering a delivery vehicle always check the trailer before entering for signs of damage, loose product and any slip or trip hazards.

On a Dock

Supplier vehicles may fit the docks differently from the Company's vehicles. If the vehicle is on the dock and the dock leveller either does not fit or it is at too much of an angle, contact your supervisor before proceeding. The driver may be able to alter the vehicle to a position where the dock leveller can be put on safely.

General Unloading

- Drivers must hand in their keys to the depot.
- If there are signs of damage to stock or evidence that illegal immigrants have been on the vehicle (or are still on!) DO NOT attempt to tackle or secure the person. Report any event like this to your line manager immediately.
- Should unsecured or damaged bulkheads/partitions or any further damage to supplier vehicles be noted, then no work, including loading or unloading, is to be conducted until the area has been made safe.
- You must report all unsecured and damaged bulkheads or partitions with their defects to your line manager, regardless of whether the defect is on a supplier vehicle or a company vehicle.
- If damaged or unsecured bulkhead/partitions cannot be made safe, then the vehicle must be sent away and reported to the Supplier Company via your line manager.
- When unloading curtain sidings, it is strongly recommended that you DO NOT use a ride-on Power Pallet Truck; HPTs are the preferred option.
- If ride-on trucks are used, then you must justify this in your local risk assessment, and you also must:
- Drive at a crawling pace and in a straight line to reduce the risk of driving through the curtain sides.

From the Ground

- If the vehicle is being unloaded in the yard, it should be parked in a designated safe place as identified by your local risk assessment.
- Drivers must be out of their cabs and keys surrendered prior to the start of unloading.
- Use the correct access/exit method from the vehicle, e.g., steps if available, always use three points of contact.
- Never jump down from a vehicle
- Watch your head as there may be height restrictions.

General

Vehicle checkers, shift managers and warehouse supervisors are responsible for ensuring all drivers and loaders follow this system. The transport manager and the shift managers are responsible for ensuring that all company equipment is maintained and tested and that the defect system is actioned correctly.

Working on the back of commercial vehicles – SsoW 009

Training & Development – Training Declaration

Area # – Warehouse

I confirm that I have been fully trained and understand all the following hazards for working on the back of commercial vehicles & correct use of tail gates.

Slips, Trips & Falls, Entrapment/ Crush,
Electrocution, Cuts / Punctures & Abrasions,
Fire, New Equipment / Site/ Environment,
Incorrect Manual Handling, Contractors, Lone Working, and falls from height.

I also understand that by following this safe system, I will be undertaking the task as safely as possible, and if I have any concerns about the training, safety or equipment, I will contact my line manager straight away

Trainer

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Trainer's Signature

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Trainee

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Employee Number

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Trainee's Signature

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Date

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I have signed this document as I have been trained on this activity and fully understand my responsibility towards health and safety when completing this task.

I will adhere to its contents at all times and will inform my manager of anything that might prevent me from doing so.