

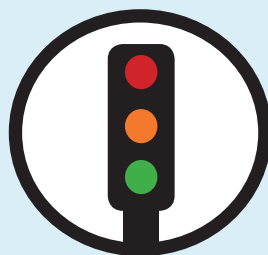
## Health, Safety and Wellbeing topic - Loading and unloading vehicles

### Things to look out for



**Trolleys / manual handling aids used inappropriately**

**Reduce the risk:**  
Ensure the vehicle has the appropriate manual handling aids available



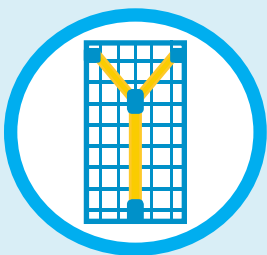
**Movement of load in high traffic areas (pedestrian & vehicular)**

**Reduce the risk by:**  
Check vehicle is parked safely in regard to pedestrians and traffic



**Roll cages overbalancing**

**Reduce the risk by:**  
No lifting or tilting of roll cages, roll cage brakes applied as required on tail lift



**Load falling off lorries / racking during loading and unloading**

**Reduce the risk:**  
Tail lift safety applied i.e. roll stops, side bars and lanyards used where and as required



**Unsafe operation of Fork lift truck**

**Reduce the risk:**  
Fork Lift Truck best practice applied



**Driver/operator is unsure of what to do**

**Reduce the risk:**  
All activity completed as required in the Safe System of Work (DAT1584) and risk assessments



**Trap and crush injuries**

**Reduce the risk:**  
All mandatory PPE should be used – Steel toe capped shoes or boots, Hi Visibility clothing (jacket or vest), gloves are optional but check with driver they are available at base



**Unsafe movement and handling of loads into and out of vehicles, eg pallets**

**Reduce the risk:**  
No lifting or tilting of roll cages, use of pallet trucks and fork lifts for movement of pallets

**A behavioural safety observation is the key to identifying hazards in the way people carry out tasks before an accident happens.**

**The idea is to visit your team and observe the work for a few minutes, identifying things that are good as well as bad and then discuss the points with your team. The information on the other side of this sheet may provide some guidance on what to look for.**

**Below is advice on how to carry out the conversation and what to look for in the observations.**

### **Introduce yourself**

- Advise the observee who you are if they don't know and why you are there
- Advise all observations are anonymous
- Watch the whole process you are observing
- Record good and poor practice
- Only interrupt if there is an immediate danger of injury or worse

### **Immediate feedback**

- Feedback directly to the person you have observed
- Reinforce POSITIVE behaviour by telling them what they did well
- Have an open and honest conversation with the observee

### **Do this by asking the right question in the right way**

- Highlight what they have done correctly and present any issues as a question for them to answer:

Q. Does everyone do it that way?

Q. What is slow / inconvenient uncomfortable about doing that safely?

Q. What is the worst thing that could happen with that approach?

Q. How would that affect your spouse, children, partner, children, friends, colleagues?

Q. What could be done to address the issue highlighted?

<b>Date</b>	<b>What was observed?</b>
<b>What went well?</b>	
<b>What didn't go well?</b>  - Please report all issues as near misses	
<b>What could be better?</b>	
<b>How can we improve?</b>	