

## Loading and Unloading at Customer Sites Risk Assessment

|                      |                     |                               |                                         |
|----------------------|---------------------|-------------------------------|-----------------------------------------|
| <b>Document ID</b>   | OHSRATL001          | <b>Document Name</b>          | Loading and unloading at customer sites |
| <b>Site</b>          | Customer Sites      | <b>Department</b>             | Transport & Logistics                   |
| <b>Activity</b>      | Loading & Unloading | <b>Assessment Date</b>        | 31/01/2025                              |
| <b>Assessor</b>      | O Sherratt          | <b>Assessor Signature</b>     | O Sherratt                              |
| <b>Dept Manager</b>  | Charlie Butler      | <b>Dept Manager Signature</b> | C Butler                                |
| <b>Assessment No</b> | 9                   | <b>Next Assessment due</b>    | 31/01/2026                              |

**Safe System of Work :** All staff carrying out this process must have received manual handling training appropriate to this task. Appropriate PPE must be worn which as a minimum must include safety boots, hi visibility clothing and gloves. Personnel must read this risk assessment prior to commencement and comply with the risk control measures identified in the risk assessment. All containers must be secured within the vehicle with the use of horizontal and vertical strapping. Even with secure strapping, there is potential for objects to fall from the vehicle when opening the doors, with the exception of the person opening the door/curtains, staff are to remain clear until fully open. If opening container/vehicle doors, take care when doing so to ensure that you cannot struck by falling items which may have become loosened in transit. Only vehicles suitable for the type and weight of cargo are to be loaded, a preload inspection will be undertaken to ensure adequate side boards and straps are in place. Forklift trucks could be operating in the vicinity of the loading areas and all staff must be aware of other operators. Ensure good communication between team members and check that all team members understand the instructions they are given.

Personnel must only handle weights within their own capability. Team lifting must be used when individual weights of items exceed 25kgs. Only items which are light and easily handled should be lifted above head height, staff should not jump up to place items above head height and beyond their normal reach. Staff should be rotated between tasks to reduce manual handling. Adequate time is to be allowed for unloading and loading.

If staff feel that a situation is unsafe, or feel that they are at risk, advise from their line manager should be sought.

**Risks identified;** NB The topics listed below are listed as prompts; this is not a definitive listing. If you do identify a hazard transfer this to column 1 overleaf and identify suitable control measures

| Risk | Situational Hazards (S)                | Risk | Physical/Chemical Hazards (P)                  |
|------|----------------------------------------|------|------------------------------------------------|
|      | S1 - Asbestos                          |      | P1 - Contact with cold liquid/vapour           |
| X    | S2 - Assault by Person                 |      | P2 - -Contact with cold surface                |
| X    | S3 - Attack by Animal                  |      | P3 - Contact with hot liquid/vapour            |
| X    | S4 - Cold or Hot Environment           |      | P4 - Contact with hot surface                  |
| X    | S5 - Crush by Load                     | X    | P5 - Contact with Hazardous Substance          |
|      | S6 - Drowning                          |      | P6 - Electrical Shock                          |
| X    | S7 - Contact with moving machinery     |      | P7 - Explosive Atmosphere                      |
| X    | S8 - Lifting Equipment                 | X    | P8 - Fire                                      |
| X    | S9 - Manual Handling                   |      | P9 - Laser Light                               |
| X    | S10 - Object falling, moving or flying | X    | P10 - Lightning Strike                         |
| X    | S11 - Obstruction/Exposed feature      |      | P11 - Release of Stored Pressure               |
| X    | S12 - Sharp Object                     |      | P12 - Solvents/Chemicals                       |
| X    | S13 - Slippery Surface                 |      | P13 - Vibration                                |
| X    | S14 - Trip Hazard                      |      | <b>Information Security Hazards (I)</b>        |
| X    | S15 - Vehicle Impact or Collision      | X    | I1 – Asset/Data loss                           |
| X    | S16 - Working at Height                | X    | I2 – Leak of Confidential information          |
|      | S17 - Working with VDU's               |      | I3 – Access to network by unauthorised persons |
|      |                                        |      | I4 – Breach of secure area                     |
|      | <b>Health Hazards (H)</b>              | X    | I5 – Breach of Legislation                     |
|      | H1 – Infection                         |      |                                                |
|      | H2 – Lack of Food or Water             |      | <b>Environmental Hazards (E)</b>               |
|      | H3 – Lack of Oxygen                    | X    | E1 – Litter                                    |
| X    | H4 – Physical Fatigue                  | X    | E2 – Noise                                     |
|      | H5 – Repetitive Action                 | X    | E3 – Sun Exposure                              |
|      | H6 – Static Body Posture               | X    | E4 – Waste Substance released to Air           |
| X    | H7 – Stress/Anxiety                    |      | E5 – Waste Substance Released to Water/Soil    |
|      |                                        |      |                                                |

| A = SEVERITY                         |                 |   | 1 = LOW, 5 = HIGH                                                            |                                            |                                                                                                                                                                                                                                                                                                        | B = PROBABILITY |  |                | 1 = LOW, 5 = HIGH |    |  |  |  |  |  |  |  |
|--------------------------------------|-----------------|---|------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--|----------------|-------------------|----|--|--|--|--|--|--|--|
| PROBABILITY X SEVERITY = RISK RATING |                 |   | Risk Rating 1-4 are very low risk requiring regular monitoring.              |                                            |                                                                                                                                                                                                                                                                                                        |                 |  |                |                   |    |  |  |  |  |  |  |  |
| R = Risk Rating                      |                 |   | Risk Rating 5-9 are medium risk and require daily monitoring                 |                                            |                                                                                                                                                                                                                                                                                                        |                 |  |                |                   |    |  |  |  |  |  |  |  |
|                                      |                 |   | Risk Rating 10-25 are high risk and require maximum controls and monitoring. |                                            |                                                                                                                                                                                                                                                                                                        |                 |  |                |                   |    |  |  |  |  |  |  |  |
| Hazard Identified                    | Before Controls |   |                                                                              | People Exposed to Hazard                   | Details of Controls                                                                                                                                                                                                                                                                                    |                 |  | After Controls |                   |    |  |  |  |  |  |  |  |
|                                      | A               | B | R                                                                            |                                            |                                                                                                                                                                                                                                                                                                        |                 |  | A              | B                 | R  |  |  |  |  |  |  |  |
| S2<br>Assault by person              | 5               | 1 | 5                                                                            | Drivers and drivers' mate                  | Drivers to be aware of surroundings – ensure not to attempt any confrontation. Drivers to maintain passive behaviour and refer any confrontation to site management. Delivery crews to refrain from contact with the general public and restrict action to the task in hand.                           |                 |  | 5              | 1                 | 5  |  |  |  |  |  |  |  |
| S3<br>Attack by animal               | 3               | 2 | 6                                                                            | Drivers and drivers' mate                  | Drivers to be aware of surroundings, do not approach stray animals                                                                                                                                                                                                                                     |                 |  | 3              | 1                 | 3  |  |  |  |  |  |  |  |
| S4<br>Cold or hot environment        | 3               | 2 | 6                                                                            | Drivers and Drivers Mate                   | Drivers to have adequate clothing for weather conditions                                                                                                                                                                                                                                               |                 |  | 3              | 1                 | 3  |  |  |  |  |  |  |  |
| S5<br>Crush by load                  | 5               | 5 | 25                                                                           | Drivers and Drivers mate                   | Pallets and containers not to be stacked higher than deemed stable and safe, to be assessed by load and dependent on box size and weight. Loads should be stable and secure                                                                                                                            |                 |  | 5              | 2                 | 10 |  |  |  |  |  |  |  |
| S7<br>Contact with moving machinery. | 5               | 5 | 25                                                                           | Drivers, Drivers Mate, and site personnel. | Use of MHE to be carried out by trained personnel only. If site equipment to be used, this must only be operated by site personnel. – Parking brake to be applied to vehicle and engine switched off during loading and unloading. Personnel to be aware of other equipment used on customer premises. |                 |  | 5              | 2                 | 10 |  |  |  |  |  |  |  |
| S8<br>Lifting Equipment              | 5               | 5 | 25                                                                           | Drivers and Drivers Mate                   | Use of MHE to be carried out by trained personnel only. If site equipment to be used, this must only be operated by site personnel. Drivers to be aware of other equipment used on customer premises.                                                                                                  |                 |  | 5              | 1                 | 5  |  |  |  |  |  |  |  |
| S9<br>Manual Handling                | 5               | 3 | 15                                                                           | Drivers and Drivers Mate                   | All operatives receive training in manual handling and SSW must be followed. Single operative lifts to be limited to 25kgs or less dependent on size and nature of container. Over 25kg lifts to be completed by 2 operatives or more, or use of lifting equipment where suitable.                     |                 |  | 5              | 1                 | 5  |  |  |  |  |  |  |  |

|                                               |   |   |    |                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |   |   |    |
|-----------------------------------------------|---|---|----|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|----|
| S10<br>Object falling,<br>moving or flying    | 2 | 2 | 4  | Drivers,<br>Drivers Mate<br>and site<br>personnel.  | Drivers to be aware of potential of loads shifting in transport. All vehicles are fitted with vertical straps and drivers are equipped with sufficient ratchet straps to ensure that the load cannot slide forwards, backwards or sideways, and that containers cannot fall or become unstable in transit. Containers must not be collected if a lid cannot be securely closed. Care to be taken when opening doors and curtains to manage any items that may have become loose in transit- Customer sites to be assessed for hazards at height: Bridges, Scaffolding, Operating areas, loose materials etc, complete a dynamic risk assessment if required. | 2 | 1 | 2  |
| S11<br>Obstruction/<br>exposed<br>feature     | 3 | 1 | 3  | Drivers and<br>Drivers Mate                         | When carrying out a wait and load, drivers, and drivers' mate to assist only if safe. Kevlar gloves to be worn during loading together with safety goggles.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 3 | 1 | 3  |
| S12<br>Sharp Object                           | 3 | 1 | 3  | Drivers and<br>Drivers Mate                         | When carrying out a wait and load, drivers, and drivers' mate to assist only if safe. Kevlar gloves to be worn during loading together with safety goggles                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 3 | 1 | 3  |
| S13<br>Slippery Surface                       | 4 | 3 | 12 | Drivers and<br>Drivers Mate                         | Correct Safety boots to be worn – no rigger or slip on boots. Additional care to be taken when alighting from the vehicle drivers must maintain 3 points of contact at all times                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 4 | 1 | 4  |
| S14<br>Trip Hazard                            | 3 | 3 | 9  | Drivers and<br>drivers' mate                        | Ensure adequate lighting available around the vehicle. Ensure that there are no trailing cables from any containers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 3 | 1 | 3  |
| S15<br>Vehicle impact<br>or collision         | 5 | 5 | 25 | Drivers,<br>drivers' mate<br>and site<br>personnel. | Site rules to be followed including speed limits. Personnel to be aware of surroundings and use a banksman where necessary when maneuvering. Delivery drivers are licensed checked annually. Vehicles are fitted with reversing cameras to assist with reversing. Driver safe driving assessments are ongoing and are carried out annually. All vehicles are fitted with trackers that allow for overspeed notifications.                                                                                                                                                                                                                                    | 5 | 2 | 10 |
| S16 – Working at<br>Height                    | 5 | 4 | 20 | Drivers, Driver<br>mate, Customer,<br>Public        | Vehicles, Moffatts & FLT's to ensure they assess all width, height and other restrictions that may be present on sites and operating areas, consideration given to Bridges on routes, sites and roads. Overhead power cables also to be given consideration and all to ensure they are always at least 8 meters away, if unsure ref to Doc ID: OHSOPPTL003- If unsure, stop and ask for advice.                                                                                                                                                                                                                                                              | 5 | 2 | 10 |
| P5<br>Contact with<br>hazardous<br>substance. | 2 | 5 | 10 | Drivers,<br>Driver's mate<br>and site<br>personnel  | When collecting lamps, care to be taken for broken lamps which may release mercury to the atmosphere. Containers should not be overfilled, and lids should be fitted. Drivers to ensure that the contents of the container match the description on the paperwork.                                                                                                                                                                                                                                                                                                                                                                                           | 2 | 2 | 4  |

|                                              |          |          |           |                                                                 |                                                                                                                                                                                                                                                                                                                                                                                         |          |          |          |
|----------------------------------------------|----------|----------|-----------|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|----------|
| P8<br>Fire                                   | <b>4</b> | <b>2</b> | <b>8</b>  | Drivers                                                         | Batteries carry a risk of fire when being transported. Batteries must only be transported in an ADR specification vehicle. All drivers transporting batteries must be ADR trained.                                                                                                                                                                                                      | <b>4</b> | <b>1</b> | <b>4</b> |
| P10<br>Lightning<br>Strike                   | <b>5</b> | <b>1</b> | <b>5</b>  | All personnel                                                   | All personnel need to be aware of personal safety in adverse weather conditions.                                                                                                                                                                                                                                                                                                        | <b>5</b> | <b>1</b> | <b>5</b> |
| H4<br>Physical Fatigue                       | <b>3</b> | <b>5</b> | <b>15</b> | Drivers and<br>Drivers Mate                                     | Job rotation will be used to limit over exposure to lifting, pushing and pulling. Under Working Time Directive, drivers must take all statutory breaks and be aware that breaks must be taken regularly.                                                                                                                                                                                | <b>3</b> | <b>2</b> | <b>6</b> |
| I1<br>Asset/Data Loss                        | <b>3</b> | <b>5</b> | <b>15</b> | Drivers and<br>Drivers Mate                                     | Containers should be loaded in the centre of the vehicle to prevent unauthorised access. Breaks to be taken in a well monitored area. Overnight stays to be avoided where possible. Only data bearing items detailed on the manifest should be collected. Drivers must not sign a customer's asset inventory unless confident that all items are present                                | <b>3</b> | <b>2</b> | <b>6</b> |
| I2<br>Leak of<br>Confidential<br>Information | <b>3</b> | <b>5</b> | <b>15</b> | Drivers and<br>Drivers Mate                                     | Containers should be loaded in the centre of the vehicle to prevent unauthorised access. Breaks to be taken in a well monitored area. Overnight stays to be avoided where possible                                                                                                                                                                                                      | <b>3</b> | <b>2</b> | <b>6</b> |
| I5<br>Breach of<br>legislation               | <b>5</b> | <b>3</b> | <b>15</b> | Drivers and<br>Drivers Mate                                     | Data bearing assets are covered under GDPR regulations. When loading, if there is more than 1 container, ensure the vehicle is not out of sight while loading. If necessary, the customer must move the items closer to the vehicle. Use customer personnel to monitor containers during loading for unauthorised access. Unloading at Huddersfield must take place in designated areas | <b>5</b> | <b>1</b> | <b>5</b> |
| E1<br>Litter                                 | <b>2</b> | <b>3</b> | <b>6</b>  | Drivers and<br>Drivers Mate                                     | Drivers to be aware of environment and ensure litter is disposed of correctly                                                                                                                                                                                                                                                                                                           | <b>2</b> | <b>1</b> | <b>2</b> |
| E2<br>Noise                                  | <b>3</b> | <b>5</b> | <b>15</b> | Drivers and<br>Drivers Mate                                     | Excessive cab noise should be reported. When working in areas of high noise levels drivers and driver's mates must wear ear protection provided.                                                                                                                                                                                                                                        | <b>3</b> | <b>2</b> | <b>6</b> |
| E3<br>Sun Exposure                           | <b>2</b> | <b>2</b> | <b>4</b>  | Drivers and<br>Drivers mate                                     | All drivers must be supplied with and regularly apply sun cream during hot weather                                                                                                                                                                                                                                                                                                      | <b>2</b> | <b>1</b> | <b>2</b> |
| E4<br>Waste Substance<br>released to Air     | <b>5</b> | <b>2</b> | <b>10</b> | Driver,<br>Drivers Mate,<br>customers,<br>and general<br>public | Waste that contains mercury, must only be carried in suitable containers to prevent breakage which may lead to release of mercury vapour in the air. Damaged containers must not be transported                                                                                                                                                                                         | <b>5</b> | <b>1</b> | <b>5</b> |