

# Loading and Unloading Vehicles

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OHS Procedure

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Document Title
Loading and Unloading Vehicles

Description
This document details the relevant and safe practices involved with loading and unloading vehicles

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Register of Amendments						
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## 1. Purpose

The purpose of this Safe Work Instruction is to detail the relevant and safe practices involved with loading and unloading vehicles. It is important to use this document as a guide; failure to do so may cause injury or a sub-standard result.

## 2. Legislation

For the purposes of this Work Instruction document, the following legislations are relevant OHS documentation for New South Wales, Queensland, Victorian, and Western Australian Legislation and Guidance Notes.

Jurisdiction			
Victoria	New South Wales	Queensland	Western Australia
OHS Act 2004	WHS Act 2011	WHS Act 2011	OSH Act 1984
OHS Regulations 2017	WHS Regulations 2011	WHS Regulations 2011	OHS Regulations 1996

## 3. Awareness & Training

Any workers performing the following explained tasks must have completed the relevant safety training before commencing work. All training must be current and all site specific safety requirements must be adhered to.

## 4. Equipment and PPE Requirements

The following equipment and PPE requirements are required for the completion of Customised Group tasks, any site specific PPE requirements must be applied in conjunction with Customised Group requirements.

## 4.1 Mandatory PPE Requirements



- Protective hi-visibility clothing and steel capped boots must be worn at all times.
- Protective gloves must be worn in areas marked by signage or when highlighted by risk assessment.
- The above Personal Protective Equipment signage when present is to be adhered to at ALL TIMES. Failure to adhere to this signage could result in long-term personal injury and/or unacceptable risk levels for all staff members.
- Follow all site specific safety requirements.

## 4.2 Equipment/Tooling Checks

Ensure that all tools required for the job are present and in working order; tools that may be required to conduct a service include, but are not limited to are:

- Fashion Trolley (Figure 2.1)
- Hand Trolley (Figure 2.2)
- Flatbed Trolley (Figure 2.3)
- Pallet Jack (Figure 2.4)
- Padlock x 2 (Figure 2.5)

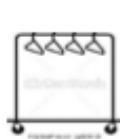


Figure 2.1



Figure 2.2



Figure 2.3



Figure 2.4



Figure 2.5

## 5. WORK PROCESS



Steps & Description	Safety Consideration	Possible Hazards
<b>1. PPE &amp; Tool Selection</b>	<ul style="list-style-type: none"> <li>• Select appropriate PPE for the task to be conducted</li> <li>• Ensure PPE is fit for purpose</li> <li>• Unserviceable PPE to be discarded/replaced and tagged out of service</li> <li>• Report to Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Musculoskeletal Injury, Soft Tissue Injury</li> <li>• Nil</li> <li>•</li> <li>• Musculoskeletal Injury, Soft Tissue Injury</li> <li>•</li> <li>• Nil</li> </ul>

	<ul style="list-style-type: none"> <li>Inspect all tools appropriate for task</li> <li>Remove any tools not fit for purpose and tag out of service</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> <li>Nil</li> </ul>
<p><b>2. Loading Dock</b></p> <ul style="list-style-type: none"> <li>Supervisor to confirm delivery area.</li> <li>Obtain MDT/Dock No and park truck.</li> <li>Items coming off conveyor to be scanned and loaded.</li> <li>Ensure that not standard loading or goods are stabilise with tie down straps or other positive control items.</li> <li>Once load complete, lock loading doors with 2 padlocks.</li> <li>Approach supervisor and get scanned out and authority to leave.</li> <li>Hit Load and Go on MDT and print off manifest.</li> <li>Exit Depot</li> </ul>	<ul style="list-style-type: none"> <li>Complete warm up stretches before moving freight</li> <li>Three points of contact when entering and exiting the vehicle.</li> <li>Be situationally aware of hand and foot placement when loading freight.</li> <li>Follow manual handling techniques.</li> <li>Straps used to restrain loads are to be load rated, meet the relevant AS/NZS standard and drivers to be aware of use.</li> </ul>	<ul style="list-style-type: none"> <li>Musculoskeletal Injury, Soft Tissue Injury</li> <li>Falls from one level to another</li> <li>Falls from one level to another</li> <li>Musculoskeletal Injury, Soft Tissue Injury</li> <li>Being stuck by moving object,</li> <li>Entrapment of person or items,</li> <li>Musculoskeletal Injury, Soft Tissue Injury</li> </ul>
<p><b>3. Unloading at Delivery Site</b></p> <ul style="list-style-type: none"> <li>Park vehicle in a level area if possible</li> <li>Engage Park and apply handbrake</li> <li>Always take your keys when exiting the vehicle</li> </ul>	<ul style="list-style-type: none"> <li>Be aware of load movement during loading or unloading.</li> <li>Be situationally aware of hand and foot placement when unloading freight.</li> </ul>	<ul style="list-style-type: none"> <li>Musculoskeletal Injury, Soft Tissue Injury</li> <li>Falls from one level to another resulting in major injury</li> <li>Unplanned movement of vehicle</li> </ul>

## 5.1 Storage:

Store all trolleys in an easily accessible area of the truck. Ensure the trolleys are tied down with brakes engaged.

## 5.2 PPE:

Appropriate Australian Standard safety boots, Hi vis reflective safety vest,

## 5.3 Signage:

N/A

## 5.4 Training:

Customised Group driver Induction training and warehouse induction.

Drivers are to be trained and understand and comprehend the content of this work instruction.

## 5.5 General:

- Ensure you use safe manual handling techniques for lifting and lowering and removing items from the flat bed trolley – See Customised Group Warehouse Manual Lifting Procedure
- Ensure load capacity is not exceeded and is stable and secure
- Do not leave trolley unattended on a sloped surface
- Do not overload a trolley

## 5.6 Operation Prerequisite

- Complete Customised Group Warehouse General Manual Handling Procedure and Procedure - Risk Assessment

## 5.7 Operation

- Release brakes if fitted
- Push or pull trolley as required (Walk in front of trolley down a slope and behind when going up a slope)
- Operate trolley at a pace that will enable you to stop safely in the shortest distance possible  Use restraint straps if provided

## 5.8 After Use

- Store in designated equipment area.

## 5.9 Maintenance

Report any maintenance requirements in accordance with Warehouse Incident, Accident Hazard Reporting Procedure

## 5.10 Trouble Shooting

Common Problem: Trolley not moving

- Check wheels are not blocked

### **5.11 Waste Disposal**

N/A

### **5.12 Emergency Information**

N/A

## **6. Manual Handling Procedure – Manual Lifting**

### **6.1 Introduction**

This procedure describes the actions to be taken by employees when using manual lifting techniques.

### **6.2 Warnings**

#### **6.2.1 Storage:**

N/A

### **6.3 PPE:**

Solid, closed toe shoes that meet or exceed AS/NZS 2210.1:2010 Safety, protective and occupational Footwear.

### **6.4 Signage:**

N/A

### **6.5 Training:**

Warehouse Induction training

### **6.6 General:**

The weight of the load needs to be considered in relation to a number of risk factors such as the:

- \* Actions and movements
- \* Working posture and position when lifting
- \* Duration and frequency of manual handling
- \* Location of loads and the distances moved
- \* Characteristics of the load

### **6.7 Operation Prerequisite**

Complete Customised Group Warehouse General Manual Handling Procedure and Procedure - Manual Handling Checklist

## **6.8 Operation**

### **6.8.1 Preparation**

The first step in any lifting operation is preparation. Plan how you will carry out the lift and clear away any obstacles. By visualising the lift, you will automatically make your stomach muscles contract. These muscles brace your back and will significantly contribute to injury prevention.

### **6.8.2 Size up the load**

By moving the load sideways and forwards you will be able to ascertain whether it is within your capacity. Always imagine that the object you are about to lift is much heavier than it actually is.

## **6.9 Proper foot position**

As a general rule the front foot should be beside the object. The back foot should be slightly behind and be hip width from the front foot, this achieves a stable base and allows for even distribution of weight.

## **6.10 Proper hold**

Ideally with the proper hold the hands should be diagonally opposite for security and comfort. Use the full length of the fingers and where possible the palms to avoid fatigue.

### **6.10.1 Bend the knees**

Bend your knees to get down to the load and use the legs to lift it. This way thigh and leg muscles are used and these are the strongest part of your body (your back muscles are only for bracing).

## **6.11 Straight back**

Keep your back as near to straight as possible, raise your head, keeping your chin in.

This will keep your spine straight and enable you to see where you are going.

During the lift, keep the arms as straight as possible, and the elbows into the side. Don't change your grip while carrying and Directly face the spot on which the load will rest. Never combine lifting with the twisting of your body. If you must turn, do it by moving your feet. Twisting causes the worst type of back injuries.

## **6.12 After Use**

N/A

## **6.13 Maintenance**

N/A

## **6.14 Trouble Shooting**

**Declaration**

I..... of .....

(print name)

(company name)

Acknowledge that I have participated in the Customised Group Induction and fully understand the Occupational Health & Safety requirements of the Customised Group site and agree to abide by them at all times whilst visiting and on site.

Name: .....  
(print name)

Signature: .....

Date: ...../...../.....

Customised Group Representative: .....  
(print name)

Signature: .....

Date: ...../...../.....



**custm**