

# TAYGROUP

SUB-CONTRACTOR  
&  
AGENCY DRIVER

## SAFETY HANDBOOK



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Date:	30-10-2009
Author:	Lloyd Briscoe

## Sub-Contractors

Before any sub-contractor is engaged in any work involving Taygroup, then they must have read, understood, signed, and returned an Approved Supplier Agreement (ASA) form.

Incorporated in the ASA is a statement relating to Health & Safety. There is an expectation that the sub-contractor will adhere to this statement, having endorsed its content by signing-off the agreement.

## Agency Drivers

Taygroup will not entertain any agency until it has received its terms and conditions of business, and proof of its current Public Liability insurance. Taygroup require that Driver Negligence insurance cover is included in the rates of pay to an indemnity level of £10k per incident.

Sub-Contractors and Agency Drivers are expected to comply fully with the contents of this handbook, which relate to general safety procedures and Safe Systems of Work, when working on behalf of Taygroup Ltd.

You must also ensure that all of your employees who may carry out work on behalf of Taygroup Ltd are aware of its contents.

## **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

**High-Vis:** Every driver must wear high visibility apparel when working for Taygroup, irrespective whether it is in a Taygroup site or a customer's site.

**Safety Boots:** You must wear steel toe capped safety footwear.

**Gloves:** Hands must be protected when operating equipment on behalf of Taygroup. Minimum requirement is basic rigger gloves.

**Head Protection:** Some of Taygroup's customers insist upon a safety helmet being worn on their site(s). All Taygroup tractor units carry one of these in the cab. Sub Contractors must be aware of this requirement

## **LGV LICENCE**

All drivers must hold a current LGV Licence for the class of vehicle they are driving. Taygroup may ask to inspect any licence.

## **TACHOGRAPH REGULATIONS AND DRIVERS HOURS**

These are subject to Statutory Regulation, and the current Law must be strictly adhered to.

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## **SMOKING POLICY**

Smoking on Taygroup's sites and in Taygroup's tractor units is strictly forbidden. There are no exceptions to this rule.

At customer's sites, you must comply at all times with their smoking policy.

## **VEHICLE SAFETY CHECKS**

Prior to commencement of any activity involving a Taygroup vehicle or a vehicle involved in Taygroup work, you must undertake a full safety check. Any problems found on a Taygroup vehicle must be noted on a Defect Report and the fact reported to the depot Traffic Office.

The same checks must also be carried out should you change over units and trailers within the working day.

## **ROADSIDE CHECKS**

A driver can only be stopped for roadside checks by a Police officer in uniform, or an officer of VOSA, or an officer of the Highways Agency.

You should co-operate fully whilst these checks are being made.

On returning to a Taygroup depot, you should report the fact that you have been stopped to the Traffic Office.

## **LOAD SECURITY**

The security of the load is extremely important. Taygroup has spent a considerable amount of time and effort in thoroughly investigating load security methods for the products which we carry.

Separate Risk Assessments and Safe Systems of Working are available for specific types of loads (i.e. Ikea). You should ask for copies of such assessments if you are unsure.

## **INDUCTION**

All Agency drivers are required to sign-off a Taygroup induction form as evidence of their understanding of safety issues concerning their employment with us.

Sub Contract drivers are expected to have read and understood the contents of this handbook in compliance with the ASA that the Sub Contractor will have signed-off.

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## **PASSENGERS AND MINORS**

Under no circumstances are minors (children under 16 yrs) allowed to ride in a cab or access any site whilst working on behalf of Taygroup Ltd.

No passengers are allowed into any Taygroup tractor unit, - unless there is a business need and it has been specifically authorised by a Taygroup Director.

## **PERSONAL CONDITION**

ALL drivers are expected to present themselves in a condition fit for work. This includes suitable rest having been taken, and that there is no influence of drugs or alcohol. Taygroup reserves the right to conduct random testing with anyone involved driving on Taygroup business, in accordance with its Drug and Alcohol policy.

## **ACCIDENT AND INCIDENT REPORTING**

All accidents and incidents of property damage or serious potential must be reported to the appropriate Taygroup site Traffic Office. In the case of a 'near miss' or an accident where no-one was hurt, then a Taygroup Incident Report must be completed and forwarded to the Group Safety Manager. If someone is hurt, in any way, then this must be reported in the company Accident Book straight away. Every Taygroup Traffic Office has one of these.

***REMEMBER***  
**YOU MUST CHECK THAT THE LOAD IS SECURE BEFORE  
YOU LEAVE THE SITE.  
IT IS THE DRIVER'S RESPONSIBILITY**

### **PROCEDURE WHEN ARRIVING AT A CUSTOMER'S SITE**

When arriving at a customer's site to collect or deliver goods, you should always be aware of your surroundings and ensure that it is safe for you to carry out your duties.

Below are some items which you must consider when arriving at a customer's site prior to carrying out any work activity:

**Access to site**

**Overhead clearance**

**Lighting**

**The loading /unloading area**

**Fork lift truck operations**

**PPE & High Vis clothing**

**Safety of pedestrians – pedestrian only routes**

**Egress from the site**

**Adherence to Loading Bay Traffic Light operations**

**Any other issues which may concern you**

Having considered the above, if you have any doubts about your safety, the safety of others at the site, or members of the public, then you should discuss your concerns with the Taygroup Traffic Office prior to carrying out any work at the site.

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## TAYGROUP HEALTH AND SAFETY POLICY STATEMENT

Taygroup Ltd is committed to conducting its business in a manner that protects the health and safety of our employees, contractors, and the public. In addition to complying strictly with the health and safety measures required by legislation, it is the group's policy to promote and take all reasonably practicable steps to safeguard the health, safety and welfare of its employees and others who may be affected by its actions.

To meet the requirements of this policy, Taygroup will work with all employees and strive for continuous improvement in health and safety performance.

Taygroup will operate an integrated, structured and documented system of management control over all its operations.

The system of control commits Taygroup to:

- The undertaking of appropriate reviews and assessments of its operations and undertakings to measure progress, manage risks, and ensure compliance with this policy.
- Ensuring that its employees are fully competent to perform the tasks allocated to them by careful recruitment, ongoing development, including specialist training, and by provision of necessary resources.
- Maintaining the health and safety awareness of all employees by the establishment of sound health and safety practices and operations through competent management and good communications, leading to continuous improvement in health and safety performance.
- Ensuring that the contractors we engage are competent to perform the work contracted, and encouraging good safety practice within such companies and individuals in compliance with this policy.
- Designing and maintaining its premises and structures so as to minimise the risks associated with their construction, maintenance and use.
- Effective response to, and investigation of accidents, incidents, and near misses, to establish root causes and take reasonable actions to prevent their reoccurrence.

Taygroup will provide information to, and ensure appropriate consultation with, health and safety representatives on matters relevant to this policy. We will discuss and exchange ideas relating to health and safety with our employees on a local basis and will, in addition, operate an organisation which will maintain adequate communications and action in these matters.

Prime responsibility for these matters lies with ourselves; the Directors, Department Heads, Depot Managers and all other managerial and supervisory staff who equally have responsibility for matters within their control. They have a duty to ensure that health and safety issues are given the fullest consideration at all times, and for providing a safe and healthy working environment for their employees. The Group Health and Safety Manager is directly accountable to us for monitoring and reporting on our health and safety performance, and providing such advice as the organisation needs to maintain and improve its performance in this area.

In addition, all Taygroup employees have a responsibility to themselves and others for the safety and prevention of ill health at work. We must all work together in the spirit of participation and co-operation to ensure the success of this Policy and hence the maintenance of human health and well being while carrying out the essential work for our customers.

**Jon Wright**  
Managing Director

**Lloyd Dennafoord**  
Operations Director

Dated: August 1<sup>st</sup> 2009

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# Getting into and out of a Tractor unit

SAFE SYSTEM OF WORK - TG/TR/064

## HAZARDS

- Other moving HGV's in the vicinity
- Moving fork lift trucks in the vicinity
- Manual handling issues
- Slip, trip & fall hazards
- Fall from height risk

## PPE REQUIRED

- High Visibility jacket
- Safety Boots

## PROCEDURE

### PREPARATION

1. Assess the ground and the immediate area for obstacles, pot-holes and moving vehicles, and plan your access/egress manoeuvre accordingly
2. Wipe dry boots to ensure best grip
3. Ensure the steps and vehicle are in good condition. If you have any concerns, report them via the defect procedure
4. Check area is clear of pedestrians before opening doors
5. Take extra care in high winds when opening doors

### ACCESS AND EGRESS FROM A CAB

1. Open/close the door in a controlled manner
2. Access/egress the vehicle by using the steps and handholds provided the steering wheel should not be used as a means of helping you into the cab
3. Manoeuvre yourself into/out of the seat slowly – do not twist quickly as this could cause injury
4. Do not jump out of the cab - take your time
5. Face the vehicle at all times in order to maintain a secure grip
6. Take extra care when the vehicle is wet as it can become slippery
7. During high winds take extra care when opening/closing the door as it can move suddenly

### ACCESS AND EGRESS FROM A TRAILER

1. Taygroup trailers are provided with steps at the rear of the trailer. These must be used where appropriate and available. The trailer doors must be secured in an open position when using this facility
2. Set a firm stance before unclipping and pulling open the steps from underneath the back doors
3. Firmly grip the side-handle and the floor of the trailer before stepping into/down from the trailer bed
4. Do not jump out of the trailer - take your time
5. Face the vehicle at all times in order to maintain a secure grip
6. Take extra care when the vehicle is wet as it can become slippery
7. Do not climb up or down from the side of the trailer

### ACCESS AND EGRESS FROM CAT-WALK

1. Access/egress the vehicle by using the steps and handholds provided
2. Do not jump on to / off the cat-walk - take your time
3. Face the vehicle at all times in order to maintain a secure grip
4. Take extra care when the vehicle is wet as it can become slippery

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# Vehicle Refuelling

SAFE SYSTEM OF WORK - TG/TR/079

## HAZARDS

- Other moving HGV's in the vicinity
- Moving fork lift trucks in the vicinity
- Manual handling issues
- Slip, trip & fall hazards
- Flammable materials
- Skin irritant

## PPE REQUIRED

- High Visibility jacket
- Safety Boots
- Impermeable gloves

## PROCEDURE

### PREPARATION

1. Remove all ignition sources. Absolutely NO SMOKING in this vicinity
2. Ensure that the engine is switched off
3. Ensure that you are able to complete the task away from any moving vehicles

### METHOD: LGV / DIESEL

1. Insert key to activate the fuel pump. Key in required data
2. Insert nozzle into fuel tank, and depress the lever on the handle
3. The vehicle must not be left unattended by the driver during the re-fuelling operation. Equally the fuel pump must not be wedged open during filling
4. When re-fuelling twin-tanked vehicles, you should position your vehicle in order that you can fill both tanks whilst stood at ground level. You must not stand on the cat-walk to re-fuel
5. Ensure that the cap is put back securely onto the vehicle tank and that the diesel tank is left tidy

### ENVIRONMENTAL ISSUES

1. Any minor spillages must be cleaned up using the spill kit provided. The residue become Hazardous Waste and must be disposed of accordingly. See Site Maintenance for advice
2. For major spills, the site Emergency Procedure must be invoked. The spillage must be contained as much as possible using the spill kit provided. A Taygroup senior manager must be notified as soon as possible.

### CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

1. Impermeable gloves must be used for the duration of the task
2. For detailed information, refer to the COSHH assessment for the activity involving DERV fuel

### KEY POINTS

1. Ensure that the area is safe to operate in, in respect of moving vehicles
2. Wear impermeable gloves during the process
3. Do not leave the vehicle whilst refuelling
4. Follow the emergency procedure for all spillages

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# Coupling and Uncoupling Trailers with Tractor Units

## SAFE SYSTEM OF WORK – TG/TR/047

### HAZARDS

- Other moving HGV's in the vicinity
- Moving fork lift trucks in the vicinity
- Manual handling issues
- Slip, trip & fall hazards
- Cuts and bruises

### PPE REQUIRED

- High Visibility jacket
- Safety Boots
- Gloves

## PROCEDURE

### PREPARATION

1. The site rules must be adhered to including speed limits and pedestrian walkways.
2. The trailer should be parked on firm and level ground
3. Apply the trailer's parking brake

### UNCOUPLING

1. Ensure that the air suspension on the unit is at normal running height
2. Lower the standing legs to the floor (ensure that the handle is in gear), then stow the handle away safely. Remember to use best practice techniques from manual handling to complete the task.
3. Check that all the trailer lights are working and correct, and report any defects as necessary using the Defect Report procedure
4. Disconnect the air lines and stow safely (conform to TG/GROUP/064 on page 6 of this handbook)
5. Remove the safety clip (where fitted) and pull out the locking lever (if a safety wire is used, take care not to wrap around finger)
6. Drive slowly forward, observing the trailer after the pin has been disconnected. You must fully release the air pressure within the unit air suspension.

### COUPLING: Unit

1. Ensure that the trailer and the unit are compatible
2. Check that the trailer park brake is on
3. Check fifth wheel and trailer are at correct height using the air suspension
4. Reverse slowly under the trailer
5. Ensure unit air suspension is raised to take the weight from landing legs before reversing all the way back to the pin and engaging the locking bar
6. Select low gear and drive forward slowly to check that the locking bar has engaged
7. **Apply vehicle handbrake** and switch off the vehicle's engine
8. Fit the safety clip (where fitted) to the locking bar
9. Connect airlines (conforming to TG/GROUP/064 on page 6 of this handbook)
10. Raise landing legs (ensure that the handle is in gear), then stow the handle away safely. Remember to use best practice techniques from manual handling to complete the task.
11. Release the trailer parking brake
12. Check that the trailer is in a roadworthy condition
13. Place the number plate in the holder provided
14. If the trailer is loaded, you must check the security of the load including suitable straps before you depart
15. Check that the cab height indicator notice within your cab is set to the same height as the trailer you have coupled up to

### KEY POINTS

- Ensure that the trailer brake is applied
- Ensure that the unit suspension is at the correct height
- Ensure that the trailer and load are safe for transit

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# Trailer Preparation

SAFE SYSTEM OF WORK - TG/TR/080

HAZARDS
<ul style="list-style-type: none"> <li>• Other moving HGV's in the vicinity</li> <li>• Moving fork lift trucks in the vicinity</li> <li>• Manual handling issues</li> <li>• Slip, trip &amp; fall hazards</li> <li>• Cuts and bruises</li> <li>• Falls from Height</li> </ul>

PPE REQUIRED
<ul style="list-style-type: none"> <li>• High Visibility jacket</li> <li>• Safety Boots</li> <li>• Gloves</li> <li>• Hard Hat (in windy conditions)</li> </ul>

## PROCEDURE

LOCATION
<ol style="list-style-type: none"> <li>1. The site rules must be adhered to including speed limits and pedestrian walkways.</li> <li>2. Where possible, trailer should be moved to a secluded area during adverse weather conditions</li> <li>3. The trailer should be parked in an area of adequate lighting</li> <li>4. The trailer should be parked in an area which allows the driver to walk around freely and without risk of being hit by other vehicles or fork lift trucks</li> <li>5. The ground area round the trailer should be clear of obstacles</li> </ol>

PREPARATION
<ol style="list-style-type: none"> <li>1. Floors should be free from debris</li> <li>2. Trailers should have no holes in the roof, floor, or curtains</li> <li>3. Curtain poles should not be bent</li> <li>4. Straps must not be tied to strap bars, - rings must be used</li> <li>5. The headboard and trailer bed should be dry if transporting finished product</li> <li>6. Trailer should be on firm and level ground</li> <li>7. All internal straps must be inspected and any broken straps replaced</li> <li>8. Trailers should be rejected if they do not comply, using Taygroup's documented Defect Report</li> </ol>

SWEEPING OF THE TRAILER
<ol style="list-style-type: none"> <li>1. After each load and before a new load, the trailer must be checked to confirm whether sweeping the bed clean is required</li> <li>2. TG/GROUP/064 must be complied with if sweeping is required. Trailer access steps must be used where provided, or the steps at the rear of the trailer</li> <li>3. Care must be taken whilst operating on the bed. The sweeping motion must be in a forward direction so as to remain aware of the trailer's edge</li> <li>4. Hygiene precautions as annotated in document TG/GROUP/088 and TG/TR/062 must be observed</li> </ol>

KEY POINTS
<ul style="list-style-type: none"> <li>• Trailer must be parked and prepared for loading in a suitable location</li> <li>• Trailer must be rejected using the Defect Reporting system if not in a suitable condition</li> <li>• Care must be taken when sweeping the trailer bed so as not to fall</li> </ul>

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# Opening and Closing Trailer Curtains

SAFE SYSTEM OF WORK - TG/TR/081

## HAZARDS

- Other moving HGV's in the vicinity
- Moving fork lift trucks in the vicinity
- Manual handling issues
- Slip, trip & fall hazards
- Cuts and bruises
- Falling Product

## PPE REQUIRED

- High Visibility jacket
- Safety Boots
- Gloves
- Hard Hat (in windy conditions)

## PROCEDURE

### PREPARATION

1. The site rules must be adhered to including speed limits and pedestrian walkways.
2. Where possible, trailer should be moved to a secluded area during adverse weather conditions
3. The trailer should be prepared in accordance with the Safe System of Work - **Trailer Preparation** as depicted on page 9 of this hand-book

### METHOD

1. Before pulling the curtains back you must check that there are no bulges in the curtains. If any load is deemed to be unsafe you must report this to the Taygroup depot Traffic Office. DO NOT open the curtains. This load will be dealt with under controlled and supervised conditions
2. Always examine the load through the rear doors prior to opening the curtains
3. Trailers with rear bar tensioners (as opposed to ratchet tensioners) must have the curtain tension released prior to opening – high tension in the curtain can cause the bar to 'snatch' and revolve quickly risking injury to the hand
4. A firm stance should be taken making sure that manual handling technique is adhered to. This includes a firm base, and unlocked knees.
5. Unclip the curtain pole and remove by dipping and driving using your leg muscles
6. Grab hold of the pole and a strap, again with a firm base and dip and drive moving the curtain backwards. Care should be taken to ensure that the correct manual handling technique is used and that the curtain is not dragged open
7. Opened curtains should be secured at all times

### WINDY CONDITIONS

1. It is at the discretion of the individual driver as to whether to travel with the curtains open or closed when running empty during windy conditions
2. If you are informed that a Weather Warning is in operation, you must either run with the curtains open or stop the vehicle.
3. Where possible, trailers should be moved to a more secluded area to open/close the curtains during adverse weather conditions
4. Wherever possible, seek assistance
5. If travelling with the curtains open in windy conditions, ensure that 1) the trailer is empty of any cargo, 2) the rear doors are open and the view from the mirrors is not obscured, and 3) curtains and internal straps are adequately secured.

**NO LOAD IS WORTH JEOPARDISING THE SAFETY OF YOURSELF OR OTHERS**

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# Loading and Transporting Palletised Product

## SAFE SYSTEM OF WORK - TG/TR/084

HAZARD
<ul style="list-style-type: none"> <li>• Other moving HGV's in the vicinity</li> <li>• Moving fork lift trucks in the vicinity</li> <li>• Manual handling issues</li> <li>• Slip, trip &amp; fall hazards</li> <li>• Cuts and bruises</li> <li>• Falling Pallet</li> <li>• Vehicle Roll-Over</li> </ul>

PPE REQUIRED
<ul style="list-style-type: none"> <li>• Hi Viz Jacket</li> <li>• Safety Boots</li> <li>• Gloves</li> </ul>

### PROCEDURE

PREPARATION
<ol style="list-style-type: none"> <li>1. The site rules must be adhered to including speed limits and pedestrian walkway</li> <li>2. The trailer should be prepared as per 'Trailer Preparation' (see page 9)</li> <li>3. Trailer should be on firm and level ground</li> <li>4. The pallet must be of sound construction and in a suitable condition, giving adequate consideration to the size and weight of the load to be placed on it</li> <li>5. The fork lift truck driver must be fully qualified and the fork truck must be fit for purpose</li> <li>6. Curtains and straps should be manoeuvred as per 'Opening and Closing Trailer Curtains' (see page 10). Particular care should be taken to manoeuvre the curtain and straps in accordance with the approved manual handling technique ('dip and drive')</li> </ol>

METHOD
<ol style="list-style-type: none"> <li>1. The driver must either stay in the cab or out of the immediate area for the duration of the loading activity</li> <li>2. If required to do so, the vehicle's keys may need to be handed to the loader or compliance to an alternative system in order to prevent 'drive-off'</li> <li>3. You must not attempt to move a pallet physically by hand</li> <li>4. When the trailer is being loaded, the larger and heavier goods should be placed on the bottom. Top layer pallets must not be larger than the bottom layer</li> <li>5. When stacking pallets on the trailer, the maximum height of the load should be considered to allow adequate room for the safe removal of the top pallet</li> <li>6. Load pallets so that no discernible gaps are evident</li> <li>7. The goods on the trailer must not rely on the adjacent goods to support their stability. You may be able to load the goods, but will it be safe in transit, and safe to unload?</li> <li>8. Sufficient room must be left at the rear of the trailer to allow for an effective cross strap and free closure of the rear doors</li> </ol>

STRAPPING METHOD
<ol style="list-style-type: none"> <li>1. All loads should be adequately strapped</li> <li>2. Each stack should be secured with at least one individual strap. If there are not enough straps, then more straps must be fitted before departure</li> <li>3. Product secured against more than one pallet should be treated as individual pallet stacks, e.g. a product across three pallet spaces must have three straps</li> <li>4. If strapping a small pallet, it may be necessary to bring the strap over from the opposite side of the trailer</li> <li>5. All loads must be cross strapped at the rear.</li> <li>6. No strap buckles should be on the side ravel of the trailer</li> <li>7. Curtains should be fully tensioned. Curtain straps should be in place and fully tensioned</li> <li>8. Curtains should be inside the pelmet</li> </ol>

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# Driving and Manoeuvring

SAFE SYSTEM OF WORK - TG/TR/089

## HAZARDS

- Other moving HGV's in the vicinity
- Moving fork lift trucks in the vicinity
- Vehicle Roll-Over
- Bridge Strike
- Dropped Trailer

## PPE REQUIRED

- Safety Boots

## PROCEDURE

### INTRODUCTION

Certain loads present a higher than normal risk of stability during their transportation. High centre of gravity loads such as tall reels, waste, heavy loads, and loads that do not fill the trailer or vehicle bed are examples of loads that require special attention

### ROLL-OVER RISK

The risks come from the destabilising effect on the lateral forces on the vehicle and the trailer during manoeuvring. Instability and roll-overs can result from this. The risks are particularly evident:

- On roundabouts (with left hand movement and momentum of the vehicle)
- On sharp bends (where slow rolls can occur)
- On bends and roundabouts after spells of high speeds on motorways and trunk roads due to the perception of going slower than reality
- Whilst manoeuvring at slow speeds where a burst of power is used to turn quickly

### INDEPENDENT TESTS

Independent tests and examination of accidents have shown that roll-overs can occur at speeds as low as 15mph around roundabouts even in good conditions, and slower during manoeuvring using power bursts.

The tests have also proven that, driven by a competent driver at sensible speeds for the conditions, the vehicles used and methods of load security mean that the risk of roll-over is significantly minimised.

### METHOD

1. Drivers must familiarise themselves with the type, weight, and height of the load they are carrying before setting off and adapt their driving style accordingly
2. Loads should be adequately strapped
3. Once on the road, drivers must ensure they fully anticipate roundabouts and bends
4. Drivers should adjust their speed prior to entering a bend or roundabout to avoid braking or having to steer harshly. It is particularly important to break the momentum of the vehicle when going into roundabouts to avoid setting up a swinging movement that could result in instability
5. Drivers should reduce speed to ensure that all subsequent manoeuvres can be made at constant speed or slight acceleration.
6. Drivers should check their speed using the speedometer after leaving roads where high speeds have been maintained. This is particularly important on slip roads, off trunk roads and motorways that lead to roundabouts or bends. This will break the perception of going slower than reality and allow drivers to correct their progress
7. Drivers should anticipate their next manoeuvre and adjust their speed in advance to match the approaching conditions
8. During low speed manoeuvring, burst of high power should be avoided. Acceleration should be gradual and controlled.
9. Drivers must be aware of pedestrian activity at all times. If in doubt, stop and check. Keep speeds low where pedestrians may be present.
10. Bridge heights must be anticipated by the use of the height indicator and bridge maps. For arched bridges, ensure that the central path is taken
11. It is important to ensure that 'trailer drops' are avoided by thoroughly checking the coupling and complying fully to the previously documented Safe System of Work 'Coupling and Uncoupling' (see page 8)

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# Unloading a Trailer

SAFE SYSTEM OF WORK - TG/TR/082

## HAZARDS

- Other moving HGV's in the vicinity
- Moving fork lift trucks in the vicinity
- Manual handling issues
- Slip, trip & fall hazards
- Cuts and bruises
- Falling Pallet

## PPE REQUIRED

- Hi Viz Jacket
- Safety Boots

## PROCEDURE

### PREPARATION

1. The rules of all Taygroup sites, and the customer's sites, must be adhered to at all times.
2. Check the trailer for any bulges in the curtain. If there are bulges, or you have any concerns that the load has moved, then contact your Taygroup Traffic Office.
3. The load straps should not be removed until the vehicle is stopped and is ready for unloading
4. The attending forklift truck driver must be fully qualified to drive the appliance. The fork lift truck must be fit for purpose

### PROCEDURE

1. When reversing into loading bays / areas, ensure that the area is free of any pedestrian activity
2. Ensure that the vehicle is parked in a safe area and open the trailer curtains as per instructions documented on page 10
3. Undo the internal straps ensuring that the strap is held above the ratchet in case it springs open
4. Prepare the straps either by pulling all to the front or back, or by placing between the product
5. Whilst the vehicle is being unloaded, the driver must remain in the cab, or a driver refuge area (if provided)
6. Do not climb onto the trailer bed whilst product is still to be unloaded. If the straps become entangled or problematic in any way, contact the site supervisor for guidance
7. The loaded product must be removed from both sides of the trailer to ensure stability
8. One product at a time should be removed from the trailer.
9. After the trailer has been unloaded, await confirmation from the fork lift truck driver or site supervisor before moving off.

### KEY POINTS

1. Pedestrians and moving vehicles must be segregated at all times
2. Check the trailer for bulges and follow the unsafe load procedures (page 14) if any concerns
3. Driver to remain in the cab or refuge area during unloading

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# Dealing with an Unsafe Load

SAFE SYSTEM OF WORK – TG/TR/083

HAZARDS
<ul style="list-style-type: none"> <li>• Falling product</li> <li>• Moving HGV's</li> <li>• Moving fork lift trucks</li> <li>• Manual Handling</li> <li>• Cuts &amp; Bruises</li> <li>• Slips, trips &amp; falls</li> </ul>

PPE REQUIRED
<ul style="list-style-type: none"> <li>• High Viz Jacket</li> <li>• Safety Boots</li> </ul>

## PROCEDURE

PREPARATION
<ol style="list-style-type: none"> <li>1. Load and vehicle condition should be checked by drivers and loaders alike before moving the vehicle. Curtains should be checked for bulges and signs of any movement</li> <li>2. If a poorly loaded vehicle is identified, it should be communicated to the site manager and the Taygroup Traffic Office before completing the following safe procedure</li> </ol>

PROCEDURE
<ol style="list-style-type: none"> <li>1. The vehicle must be driven, <u>if safe to do so</u>, to a designated area identified by the site management. If the driver feels that a site cannot be driven to safely, the vehicle should be parked at the nearest safe place and a manager contacted.</li> <li>2. All personnel not involved in the task must be removed from the area</li> <li>3. A dynamic risk assessment of the load should be completed with an agreed and documented plan of how to make the vehicle safe. <b>This must then be communicated to all concerned</b></li> <li>4. The back doors of the trailer should be opened ensuring that the operative involved is standing behind the secured door first.</li> <li>5. If it is considered by the manager that the load cannot be managed in a safe way, then the vehicle must be quarantined and specialist advice / equipment sought.</li> </ol>

KEY POINTS
<ol style="list-style-type: none"> <li>1. Complete the task in a designated area which is free from pedestrians</li> <li>2. Complete a dynamic risk assessment to plan and agree the action to be taken</li> <li>3. If the task cannot be completed safely, quarantine the vehicle and seek specialist advice</li> </ol>

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# Loading and Transporting Empty Pallets

SAFE SYSTEM OF WORK - TG/GROUP/073

HAZARDS
Moving HGV's in the vicinity Moving Fork Lift Trucks in the vicinity Manual Handling Cuts & Bruises Slips, trips, and falls Falling Pallet(s) Vehicle Roll-Over

PPE REQUIRED
High Visibility Jacket Safety Boots Gloves

## PROCEDURE

PREPARATION
<ol style="list-style-type: none"> <li>1. The site rules must be adhered to, including speed limits and pedestrian walkways</li> <li>2. The trailer should be prepared as per the procedure listed on page 9 (Trailer Preparation)</li> <li>3. The trailer should be on firm and level ground</li> <li>4. The pallets should be of sound construction and in a suitable condition</li> <li>5. The fork lift truck driver must be fully qualified, and the fork truck must be fit for purpose</li> <li>6. The trailer's curtains and straps should be manoeuvred as per the procedure listed on page 10 (Opening and Closing Trailer Curtains). Particular care should be taken to manoeuvre the curtain and straps in accordance with manual handling technique best practice ('dip and drive')</li> </ol>

METHOD
<ol style="list-style-type: none"> <li>1. The driver must stay in the cab or out of the area for the duration of the loading</li> <li>2. If required to do so, the vehicle's keys may need to be handed to the loader, - or compliance to an alternative system in order to prevent premature drive-off</li> <li>3. A loader must only move a pallet by hand if manual handling training has been received. One pallet only at a time may be moved.</li> <li>4. Pallets must be loaded in stacks of equal height from the head-board</li> <li>5. Uniform sized pallets can be loaded to a maximum height of 20 pallets as long as the stack is judged to be stable and suitable for transit</li> <li>6. Pallets of different sizes should only be stacked to a maximum of ten pallets high. This may need to be reduced further, depending on the stability of the load.</li> <li>7. Load the pallets so that no gaps are evident</li> </ol>

STRAPPING METHOD
<ol style="list-style-type: none"> <li>1. All loads should be adequately strapped</li> <li>2. Each stack should be secured with at least one individual strap which makes significant contact with the load</li> <li>3. If strapping a small stack, it may be necessary to bring the strap over from the opposite side of the trailer</li> <li>4. Loads must be cross-strapped at the rear.</li> <li>5. No strap buckles should be on the side rave of the trailer</li> <li>6. Curtains should be fully tensioned</li> <li>7. All curtain straps should be in place and fully tensioned</li> <li>8. Curtains should be inside of the pelmet</li> </ol>

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# TRAILER HYGIENE STANDARDS

Issue Date:	January 26 <sup>th</sup> 2009
Location:	Standard Group procedure
Doc. Ref No:	TG/TR/062
Process Owners	Lloyd Briscoe - James Carter
Depot Management	Chris Howard; Lee Greenslade; Greg Blundell; Paul Dobson
Distribution List:	Customers – as appropriate
Process Performers:	Taygroup's Drivers and Contractors employed on Taygroup business

## SCOPE

This document contains the Vehicle Hygiene Process and safe system of work for cleaning trailers and lorries.

All steps involved in the Vehicle Hygiene Process are described.

The intention is to provide a procedure for the control of hygiene and cleanliness of the inside of trailers prior to committing the trailer(s) to a specific contracted duty involving a customer/client involved in the food industry.

Further, it is to clarify employees' responsibilities and provide guidance to Line Managers on how to control the issue of good housekeeping and hygiene of the Taygroup fleet.

When following this process, it should ensure that no vehicle is sent out to deliver or receive a load in a poor state of hygiene.

This work instruction applies to all employees of Taygroup Ltd, to all Agency staff and contractors employed by Taygroup Ltd, and to any visiting drivers having cause to be involved with such a load.

This procedure must be adhered to whenever any trailer is to be loaded or unloaded

## DEPENDENCIES

- Routed vehicle as determined by the Depot Traffic Office
- Availability of cleaning materials and disposal of debris
- Staff involved to wear appropriate PPE.

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## ROLES AND RESPONSIBILITIES

### **Health, Safety, and Quality Manager:**

Responsible for the Management of Health and Safety of the Group.

### **Directors:**

1. Promoting responsible attitudes towards Health, Safety and Hygiene
2. Ensuring that the principles of the Health and Safety, and Hygiene Policies are effective and thoroughly implemented in their areas of control.
3. Ensuring the implementation of risk reduction measures.

### **Depot Managers:**

The Depot Manager has overall responsibility for ensuring that the Depot is a safe working environment. They are also responsible for ensuring that any and all Safe Systems of Work are followed to minimise the possibility of accidents occurring. They are the first and key points of contact on safety issues.

Depot Managers are responsible for providing leadership and ensuring the effective implementation of risk controls. Particular duties include:

- Ability to provide basic health and safety information, instruction, training and supervision in Health and Safety matters.
- Demonstrate a knowledge of the location of the First Aid boxes, fire exits and fire extinguishers.
- Ensure that Risk Assessments are adhered to and amended where necessary
- Maintain good housekeeping standards.
- Report and investigate all accidents and near misses.
- Report any major risk, incident or accident within their area of responsibility to their immediate manager.

In the absence of a Depot Manager, then the Team Leader or Supervisor will assume the responsibilities as outlined above.

### **Employees:**

All employees have a duty to co-operate with everyone involved during Risk Assessments, and to follow the safe working practices which have been introduced.

All employees must take care of their own Health and Safety and that of those who may be affected by their actions.

All personal protective equipment provided in the interests of Health & Safety must be used. Employees must bring to the attention of the management any risk which has not been identified.

## TRAILER SPECIFICATION

The Taygroup fleet of trailers are mostly conventional curtain-side vehicles, which are generally 4.4m high with an ideal floor height of 1.2m.

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## COMPLIANCE INSTRUCTIONS

- A basic hygiene check shall be carried out either by the person loading the vehicle prior to the operation, - or by the driver.
- The standard shall be that all vehicles should be kept clean and in such a condition as to minimise risk of product contamination including taint or odour
- The vehicle must be kept free from contaminants such as:
  1. *Wood debris*
  2. *Plastic debris*
  3. *Metal fragments*
  4. *Chemicals*
  5. *Glass fragments or items of glass*
  6. *Excessive dust*
  7. *Building materials*
  8. *Oil or grease*
- Vehicles must also be free of anything likely to leave a residual odour or taint on the product:
  1. *Solvents*
  2. *Paint*
  3. *Old tyres*
  4. *Food product, such as Fish, etc.*

## VEHICLE INTERGRITY

- The Trailer and curtains must be intact and in good condition.
- Only empty trailers must be put through a vehicle wash plant.
- Trailers offered to a wash plant must be wholly weatherproof.

## GLASS

No glass of any description must be present in the loading area of the vehicle when dealing with foodstuffs (cereals, etc)

## NONCONFORMANCE

If the vehicle or trailer does not meet the hygiene standards, then the driver or the Warehouseman must report this to the Depot Manager or the Warehouse Supervisor.

The Depot Manager or the Warehouse Supervisor will then decide whether or not to refuse the trailer.

In the event of the trailer having to be swept out, then this must be undertaken to an acceptable state.

If this activity is conducted at the Biggleswade Warehouse, and the debris includes broken glass, then the Yellow cleaning brushes must be employed and disposed of after use.

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## HEALTH AND SAFETY

Employees must Risk Assess the environment which they are working in, prior to commencement of the activity.

When boarding a trailer in the yard, you then become liable to the Working at Height Regulations. Compliance with these procedures must be adhered to.

Staff must consider the application of appropriate Personal Protective Equipment (PPE). A High-Visibility top must be worn, as well as gloves and safety shoes. A dust mask might also be considered, - given the circumstances.

Disposal of the debris gather must be afforded serious consideration. Under the Control of Pollution Act 1989, any hazardous or special waste must be disposed of in a different container to conventional waste product.

## ESCALATION

If it is noted that the above processes are not being followed, then this should be escalated in the first instance to the Warehouse Shift Supervisor or the Depot Manager  
If this is not possible, then the following order of priority should be notified:

- Warehouse Director/Operations Director
- Managing Director
- Health, Safety and Quality Manager

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# TRAILER SAFETY & HYGIENE CHECK SHEET

Doc. Ref: TG/TR/088

<b>LEGAL AND SAFETY</b>		<i>√ or X</i>
1	On approach, look to see how the trailer is sitting and check the trailer parking brake	
2	Fluids/Air – levels/leaks (including attachments)	
3	Trailer connections – security and condition	
4	Lights – stop/tail/marker/indicators/reverse – operation and condition	
5	Landing legs and handle – security and condition	
6	Tyres – inflation/damage/tread depth - condition	
7	Wheels and wheel nuts – security and condition	
8	Brakes – pressure/leaks/operation – (Check in yard)	
9	ABS warning light – operation (be aware of type fitted)	
10	Body/sideguards/underrun bars – security and condition	
11	Number plates/marker plates – security and condition	
12	Load security and lashing points – security and condition	
13	MOT plate – valid and displayed	
14	Fifth wheel jaws – secure	
15	Rear amber warning lights – security and operation	
16	Trailer height indicator – displayed	
17	Rear doors – hinges/handles/stays/locking device – security & operation	
<b>HYGIENE</b>		
18	Taint – is there any evidence of strong odours, smells, or discolouration	
19	Curtains – no tears or other such holes where water ingress is possible	
20	Contamination – trailer is clean and free of spillage from previous cargo – (if carrying foodstuffs)	
21	Load does not contain chemicals, oils, solvents, etc.	

**ENSURE THE PARKING BRAKE IS APPLIED BEFORE COUPLING AND UNCOUPLING**

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# Have you applied your Brakes?



A momentary lapse, forgetting to put the handbrake on can be devastating. **ALWAYS** apply the brake, - *especially* when coupling up to a trailer...

For Safety's sake – **APPLY THE BRAKE**

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