

Transport industry – checklists for managing hazardous manual tasks at customer sites

These four checklists have been developed to help identify and manage manual tasks risks at customer sites. Issues identified in the checklists are best managed in consultation with your customers.

The checklists include some of the common issues associated with manual tasks at customer sites. Other hazards that you need to identify and manage will also present themselves.

If you answer "no" to any of the questions in the following tables, you will need to consider how to manage these issues.

Checklist 1 - Planning the job

Issue	Yes	No
Have you included questions about manual tasks in your order taking documents?		
Has everyone (e.g. driver, transport company and customer) communicated, consulted and cooperated on how manual tasks risks will be controlled (e.g. method of loading/unloading, who will provide necessary mechanical aids such as forklifts, cranes, who will operate mechanical aids, ways that goods are packaged/palletised etc) at each site?		
Have you determined who is responsible for implementing controls for manual tasks (e.g. transport company or customer)?		
Have you and your customers agreed about what to do if requirements can't be met? <i>If requirements can't be met, the delivery or collection shouldn't be conducted.</i>		
Are time frames for time slotting or for the loading/unloading process realistic? <i>If time frames are unrealistic, it may result in workers hurrying, cutting corners and not following procedures e.g. not using mechanical aids that are available.</i>		
If the load has to be tarped/untarped, have you determined if an on-vehicle sheeting device is available or if a sheeting gantry is provided on site?		
Do drivers receive adequate information about risks and controls for each delivery or collection prior to starting them (e.g. on consignment notes, delivery documents etc)? <i>Issues to consider: manual tasks undertaken, site access (e.g. domestic or small business locations etc), rules for customer sites such as equipment that must be used to load/unload the vehicle, who is authorised to operate this equipment etc.</i>		
Do your company policies/procedures authorise your drivers to refuse, partially complete or stop loading/unloading activities if they have manual tasks concerns?		
Are your company policies and procedures communicated to staff including contractors?		
Have you identified who will have overall control of the loading/unloading activities prior to them starting?		

Issue	Yes	No
Have contact details been provided for everyone involved in the delivery/collection in case problems arise (e.g. relating to site access, loading/unloading, lack of availability of mechanical aids), so that the correct person can be easily contacted to resolve the situation?		

Checklist 2 - Questions to ask customers when accepting a new/changed contract

If you are uncertain about these issues or if drivers regularly access the site, a site visit may be needed to determine if the manual tasks risks are adequately controlled.

Issue	Yes	No
Scheduling		
Is there adequate time scheduled for loading/unloading activities?		
Design of loading/unloading area		
Is there an on-vehicle tarping device or tarping gantry provided on site (<i>if the load has to be tarped/tarped</i>)?		
Can vehicles of all sizes be parked close to the delivery point?		
Does the site have appropriate loading/unloading facilities (e.g. self levelling docks)?		
Are there adequate dock facilities to prevent workers from climbing on the vehicle?		
Is the site access appropriate for all vehicles?		
Is there safe access to deliver the goods if the vehicle has to be parked away from the delivery point?		
Is the path of travel and delivery area protected from adverse weather conditions?		
Is there adequate lighting in the path of travel and delivery areas?		
Is the path of travel free of obstructions?		
Is the path of travel free of hazards such as stairs, steep inclines, narrow access ways etc?		
Do delivery areas have well maintained and even surfaces?		
Mechanical aids		
Are the necessary mechanical aids available to load/unload vehicles?		
Are the necessary mechanical aids available to load/unload vehicles?		
Are the necessary mechanical aids in safe working order?		
Are the mechanical aids provided compatible with the delivery vehicle?		
Is there adequate space in the delivery/collection area to use and manoeuvre mechanical aids?		
Do drivers only have to handle the load /goods once?		
Type of load		
Is the type of load free from manual task risks (e.g. loads aren't awkward shapes, heavy/bulky etc)? Can the load be consolidated for bulk handling?		

Checklist 3 - Issues to consider when assessing site access

The access to the site has the potential to contribute to manual tasks risks. Manual task risks are increased in instances such as:

- where a vehicle can't be parked close to the delivery point
- poor access to delivery areas
- poor housekeeping at the site
- if drivers can't use mechanical aids that may have been provided
- cluttered/obstructed access ways
- access ways with rough surfaces

- poor visibility/lighting.

Issue	Yes	No
Can vehicles of all sizes be parked close to the delivery point? <i>If no, determine what vehicles can be parked closest to the delivery point prior to deliveries/collections occurring.</i>		
Is the site access appropriate for the delivery vehicle (e.g. able to cope with the size of the delivery vehicle, is it an all weather road etc)?		
If the vehicle has to be parked away from the delivery point, is there safe access to deliver the goods (e.g. even surfaces, free from pot holes, surfaces that trolleys/equipment can be used on without requiring high force, following a path that doesn't involve crossing curbs, traffic etc)?		
If the vehicle has to be parked away from the delivery point, is equipment available that can be used to safely transport the goods to the delivery point rather than drivers manually handling them?		
Is the path of travel and delivery area protected from adverse weather conditions?		
Is there adequate lighting in the path of travel and delivery areas?		
Is the path of travel that drivers have to use to deliver the goods, free of obstructions (e.g. equipment, dunnage etc) that would prevent or limit the use of mechanical aids?		
Is the path of travel free of hazards such as stairs, steep inclines, narrow access ways etc? These types of hazards can prevent or limit the use of mechanical aids.		
Do delivery areas have well maintained and even surfaces? If no, the use of mechanical aids could be prevented or limited.		

Checklist 4 - Issues to consider when assessing loading/unloading requirements

Issue	Yes	No
Are there appropriate loading/unloading facilities (e.g. self levelling docks)? <i>Consider the requirements at sites such as domestic premises and small businesses.</i>		
Have drivers been trained in the loading and unloading procedures (e.g. location of delivery areas, safe use of equipment provided, PPE) for the particular site?		
Are the appropriate mechanical aids available to load/unload vehicles? (i.e. they suit the type of load being handled).		
Are the necessary mechanical aids in safe working order?		
Are the mechanical aids provided compatible with the delivery vehicle?		
Is there adequate space in the delivery/collection area to use and manoeuvre mechanical aids?		
Do drivers only have to handle goods once? <i>For example, they don't have to unload the pallet from the truck onto another pallet etc.</i>		
Is the type of load free from manual task risks (e.g. loads aren't awkward shapes, heavy/bulky etc)?		
Are there adequate dock facilities at the customer site to prevent workers from climbing on the vehicle?		

