



**CUSTOMERS ARE NOT TO ACCESS THE BED OF THE VEHICLE. EMPLOYEES DO NOT ACCESS THE BED OF THE VEHICLE UNLESS ABSOLUTELY NECESSARY AND ONLY WHEN USING AGREED METHOD OF WORKING AT HEIGHT EQUIPMENT.**

#### Personal Protective Equipment (PPE) Required



Head Protection



Hi Vis Wear



Safety Footwear



Hand Protection

Gloves can be removed to untie/tie rope knots

#### Main Hazards



Weather



Manual Handling



Slip, Trip, Falls



Falling Items from Above

#### Method

1. Before removing the ratchet straps or opening the curtains, the driver will use SSoW 318 to explain to the customer how the unloading process works, even if the customer is already aware of this document, it is a useful reminder.

2. The customer is responsible for providing an appropriate number of able-bodied personnel for the unloading of all materials.

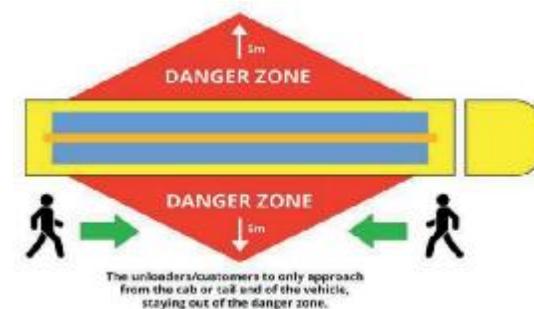


3. The customer is responsible for the provision of sufficient labour to lift the product in accordance with the Manual Handling Operations Regulations 1992.

The manual lifters **MUST NOT** lift and load beyond their lifting capacity.

- Do they understand SSoW 318?
- Are there minimum of 2 capable persons to unload – more will be needed for loads > 50kg?
- No unloading onto public highway

If the above are not met, the driver will contact his manager for instructions which may result in the load being returned to the manufacturer.





## Method

4. The driver will position the vehicle where possible as close to the site as practical on a firm level surface.



5. The manufacturer will supply the product on pallets or directly onto the bed of the lorry at the edge of the vehicle so the unload team can reach the product from the ground. **The unload team must remain on the floor and must NOT access the vehicle bed.**



6. Once the load stability has been checked the driver will remove the transportation straps and open one side curtain only at a time. The Unloading team must stand clear of the Lorry bed. Outside of the clear exclusion zone.



7. The driver will cut the company branded banding to allow separation of the individual parts. If necessary the driver will move the part to the side of the lorry and put it on the bed ready for the unload team.



8. If the driver has to mount vehicle, they must do so using agreed method of working at height safety equipment.



9. The unload team (which to be clear will NOT include the driver) are to lift /slide product off the bed in accordance with their own Risk Assessment for unloading. **If there are insufficient people on site then the driver is instructed to return the load to the factory.**