



ROYAL MAIL GROUP RISK MANAGEMENT

SAFE SYSTEM OF WORK (Appendix 2)

This SSOW provides sufficient INFORMATION and INSTRUCTION to allow managers to control safety risks identified during risk assessments. It is used by the work area manager to inform and instruct operators, at induction and refresher training events, how a task they are involved in or work equipment they are using can be completed / used safely. It should be recorded that this information and instruction has been given.

Task / Work Equipment Description	
Generic Task / Work Equipment (SSOW Title)	Transportation, Processing, Unloading & Stacking of Pallets
Generic Assessment Number	Processing ,Palletised & Shrink / Stretch Wrapped loads
Version No	4 - Live- 26 th Nov 2015

WHAT RISKS ARE CONTROLLED BY THIS SAFE SYSTEM OF WORK		
(As identified in the task risk assessment or SAC1 process, show the risks identified and the controls that have been introduced. For example, pedestrian/vehicle collisions controlled by the provision of a designated & protected walkway.)		
Identified Risk	Risk Rating (ref. SMS2.1 Risk Matrix)	Control
 Pallet SSOW Risk Assessment.docx	Moderate	SSOW, hazard information sheets & PPE

INSTRUCTIONS
(How to do the task / use the work equipment safely - including the Don't and Do written instructions)
<p>While the SSOW provides sufficient INFORMATION and INSTRUCTION to allow managers to control safety risks for a specific task or item of work equipment it is possible that local circumstances within a Unit could introduce additional risks, NOTE: Regional / Unit amendments to a SSOW cannot be less stringent and must not compromise the National version. Local arrangements should be authorised by your Safety Health & Environment Advisor.</p> <p>This safe system of work must be followed at all times and consolidates advice given in operator training. Any problems should be reported to your line manager immediately.</p> <p>It is the legal responsibility of every employee at work:</p>

- To take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions
- To report defective or faulty equipment immediately.

Informing the manager of any medical condition or individual capability which may affect their ability to safely carry out this duty - e.g. pregnancy, pre-existing spinal / back condition or the taking of medication.

The use of any MHE involved in the task (Fork Lift Truck, Power Pallet Mover or Hand Pallet Truck) is a separate task and subject to separate SSoWs and specific operator training.

GENERAL INFORMATION

(Anything specific to the task / work equipment)

This safe system of work is for the generic task of loading, unloading and securing palletised work in vehicles.

This SSOW assumes that the pallet complies with this load specification:

- Pallet height not exceeding 1.8 mtrs tall
- The load on the pallet must not exceed 1.8mtrs high
- Stack weight: not exceed the pallet safe working load
- Stack width: not to exceed pallet base
- Maximum combined Palletised weight must not exceed 1000Kgs
- Pallet condition must be undamaged and free from defects that affect the security of the load
- Pallets loads should be securely build using an interlocking pattern where possible and additionally shrink wrapping may be used to maintain the load integrity
- Stack must be secure and square with larger and heavier items up to waist height (3ft) first
- Unstable loaded pallets must be reloaded to another pallet and shrink-wrapped or reloaded to RSC's as per Manual Handling training.

Non-compliant pallets should be notified to the Operational manager to enable the dispatching customer to be informed of the conformity issue and that subsequent 'loads' can be corrected.

This SSOW should be read in conjunction with the Manual Handling SSOW which specifies parcel / mail traffic core standard weights.

Only trained operators are to use the MHE involved in this task

Do NOT move a pallet with significant damage or a load not complying with the specification above without first reporting it to a work area manager.

Pallets should be unloaded by Fork Lift or suitable MHE assets which have been approved In line with operational requirements (and the operation of such equipment should be undertaken by MHE Operators & Supervisors), RM & PFWW Tandem/Tri-Axle semi-trailers and 17&26 Tonne Rigid vehicles, must all feature a sticker indicating that it is either safe or prohibited to use a fork lift in the load space area (Note that this process applies to External Hired Vehicles following any requests from our operational colleagues)

- This check involves looking at the rear aperture height (to ensure that a laden forklift will fit within the vehicle), distance between floor cross bearers and finally the thickness of the floor itself-if any part of the requirement is not met then the appropriate sticker must be fitted.
- There are three sticker types, which can be fitted (see below images) - dependent upon what the vehicle specification is.
- No PFWW vehicles meet the required specification for operating forklift in their load area-therefore all should be fitted with "Do Not Use " stickers**
- Externally hired vehicles /trailers must not simply have "Do Not Enter with a forklift " stickers fitted -instead a full check should be performed to determine their suitability for operating such equipment in the load space area



**Do not enter
with a
fork lift truck**



**Suitable for use
with fork lift truck
carrying 1 RSC
max 4400kg**



**Suitable for use
with fork lift truck
carrying 2 RSC
max 5300kg**

Where MHE is used ensure you carry out your pre-user checks as outlined within your operator training

Loaded Pallets are unsuitable for stacking and must always be stored single stacked.

Ensure in all cases that the floor is kept free of debris (broken pallet parts, waste shrink wrap etc)

Manoeuvring/transporting a pallet

This safe system of work must be followed at all times and consolidates advice given in operating training. Any problems must be reported to your line manager immediately.

It is the legal responsibility of every employee at work:

- To take reasonable care for the Health and Safety of themselves and others who may be affected by their acts or omissions.
- To report defective or faulty equipment immediately. •Always ensure that the load on the pallet is secure and is not likely to slip when being lifted and transported
- Always check the pallet is in good condition and not liable to break and shed the load on lifting.
- Always ensure the load is carried with an equal weight on each fork and the load in contact with the fork heels - this puts the centre of gravity as far back as possible to aid the stability of the truck and aid manoeuvring.
- Do not carry divisible loads that are higher than the backrest.
- Only transport one pallet at a time.
- Always access the pallet from the entry pockets with any MHE.
- Do not push or shunt pallets along the ground.
- The weight and load centre must fall within the rated capacity on any MHE being used.
- Ensure the load is not too large (1.8m height) to travel the route to its resting place and that it will fit in its intended location.
- Always look in the direction of travel.
- If the height of the load restricts the vision when transporting, always operate in reverse.

Processing a pallet

- Always judge the weight of the mails, as per Manual Handling training, which are loaded on the pallet before lifting to ensure they fall within Royal Mails Core Standards.
- Never handle/lift more than the weights specified in the Manual Handling Core Standards SSOW when processing mails from a pallet.
- Ensure the weight of the load is evenly distributed on the

pallet

- When processing mail from one pallet to Conveyor, Electric High Pallet Truck or Other Container, always ensure that they are that they are stacked neatly and where appropriate secured with Shrink Wrap and do not exceed shoulder height.
- Always keep knees bent and your back in its natural curve when lifting (as per Manual Handling Training).
- Do not stand on pallets at any given time.
- Do not over-stretch across pallets to access any mails.
- Always walk around a pallet to access any mail & remove / reduce the height of a pallet load and cardboard side wrapping when unloading (progressively) in order to access the mail.
- All staff processing mail from a pallet into a RSC should fully utilise the facility of the gate front to put any mails into or taking mails out when processing.

If the load on a pallet is unstable - progressively reduce the height of the load maintaining the side support (cardboard or shrink wrap etc) and only removing the side support when the product has been reduced in height to that same level.

Stacking of pallets

Loaded Pallets:

- If bulk stacking, you must make sure the load is exactly on top of the load below so that the stack is perfectly up-right and level and the load evenly distributed.
- If tri-stacking, you must distribute the weight of the top load evenly across the bottom two pallets in a bridging effect.

Un-loaded Pallets: must be stacked exactly on top of the pallet below so that the stack is perfectly up-right and level. Pallets must be stacked according to size and must not be stacked more than 1m high (approximately 9 pallets).

- 1200 x 1000mm (48" x 40"), commonly know as Chep Pallets.
- 1200 x 800mm, commonly known as a Euro Pallet.
- 660 x 900mm, commonly known as Printers Pallets (interlocked when stacking).

The Pallet sizes are for guidance only and may vary slightly from the dimensions above.

If you require assistance when stacking pallets, please do not hesitate to ask for help.

It is all staff's responsibility to ensure their Safety and their colleagues Safety at all times.

All staff must receive familiarisation training on the safe method of Pallet stacking.

Loading /unloading pallets

- Always refer to the Transportation of Pallets ,Loading, Unloading and Securing in Vehicles & Trailers
- Always ensure that Waste (pallets) contract vehicles are

loaded as per contract AGREEMENTS

- If any problems arise around these issues please seek advice from your Line Manager.

Local arrangements for removal from service:

It is all staffs responsibility to report any pallets found to be damaged or unsafe to their Line Manager who will arrange for it to be taken out of the system.

COMPETENCY		
(Beyond the training received from this SSOW or any associated OPL's list any other training that is required)		
Training	Format (Course/Certificated/Qualification)	
Delivered by the Workplace Coaches	 Pallet truck with powered lifting facility  ONS-009_2015-P02_ SSOW Double Deck Ti  Palletising of Trays.docx  Manual_handling_SS oW_1.2.pdf	
PERSONAL PROTECTIVE EQUIPMENT		
(This PPE is to be provided & used, as specified, by people undertaking this task / using this work equipment)		
Item	Ordering details	Comments
Hi Visibility jacket Safety Footwear Gloves	Dimensions or RMG PPE Provider	Issued at site or via national ordering system

SAFETY SIGNAGE		
(The below Safety Signage is to be displayed, as specified, in the workplace where this SSOW applies)		
Item	Ordering details	Comments

All of the above controls will, if implemented effectively, reduce the safety risks associated with this task or work equipment to an ACCEPTABLE level and as such be 'Adequately Controlled'.

SSOW AUTHORISATION			
	Name	Signed	Date
Author	Richard P Wiggins in consultation with the National Logistics CWU Working Group	<i>RPWIGGINS</i>	26 th Nov 2015

Safety Director	Richard P Wiggins (Covering Head of SHE A/L). Review in Jan 2016	<i>RPWIGGINS</i>	26 th Nov 2015
On deployment in the Work Area a copy of the SSOW should be retained for reference			

SSOW LOCAL ARRANGEMENTS

SSOW Title	Specify local arrangements here if appropriate
Region	
Unit (Where applicable to individual Unit)	

While the SSOW provides sufficient INFORMATION and INSTRUCTION to allow managers to control safety risks for a specific task or item of work equipment it is possible that local circumstances within a Unit could introduce additional risks. Where local risk assessment indicates this to be the case LOCAL ARRANGEMENTS should be prepared to remove or reduce the additional risk to an acceptable level. This additional INFORMATION and INSTRUCTION must be used within the Unit(s) affected to inform and instruct operators, at induction and refresher training events, how a task they are involved in can be completed safely or work equipment used safely. It should be appropriately recorded where this additional information and instruction has been given. **NOTE: Regional / Unit amendments to a SSOW cannot be less stringent than the national version.**

LOCALISATION		
Locally Identified Risk	Risk Rating (ref. SMS2.1 Moderate Risk Matrix)	Control

LOCAL SIGN OFF	Signature	Date
Local Author		
Safety Authorisation: (As defined in Levels of Authority set out in the Standard)		