

Making the Delivery

Assembling the load - take care climbing on and off the vehicle bed, do not jump!

Remember your training, only lift a load that is within your capability.

- Use the tail-lift and pallet truck if fitted
- If not, place the goods on the edge of the bed and then off-load onto the ground or directly onto the barrow
- Work from the pavement side whenever possible
- Wherever possible use handling aids - barrows, ramps, elevators, stair climbers
- Barrow safely - check the condition of your barrow regularly: framework, wheels and hand-grips must be in good condition
- Security - always lock the cab even if you only leave it for a short time. If cash is handled, use the vehicle safe provided. Don't allow anyone onto your vehicle



Working the Load

Many accidents happen when working on the bed of the vehicle, tripping over stretchwrap or standing on product.

- Always keep the bed tidy and free from trip hazards
- Allow yourself adequate working space
- Do not overreach or carry more than you feel comfortable with. Practise good manual handling techniques

Make sure the load is secure for travel between drops.



Safety in Soft Drinks Delivery

The Delivery Point

Each delivery point has its own fixed set of hazards. These may include:

- Narrow entrances
- Steps and stairs
- Poor vehicle access
- Cellar storage
- Shop congestion

Such hazards are encountered every time a delivery is made and a safe working practice should exist to ensure safe delivery. The owner of the premises is ultimately responsible for maintaining it in a safe condition and providing you with a safe route for delivery.

Dynamic Risk Assessment

Risks can change on a daily basis, for example:

- Poor weather
- Parking congestion
- Public/school holidays
- Road works
- Temporary shop displays
- Peak time deliveries

These risks can only be assessed by you at the time of delivery. You must use your skill and experience to decide the safest way to carry out the drop. This is 'Dynamic Risk Assessment'.

If you think there is a serious risk to yourself or others, you should contact your manager for advice.



Selected References

Manual Handling in Drinks Delivery: HSG119

Manual Handling, Guidance to the Manual Handling Operations Regulations 1992: L23

HSE Information Sheet, food sheet No 7, An index of health & safety guidance for the food industry

Manual Handling: solutions you can handle HSG115

A Recipe for Safety TOP05 (rev1)

All references are available from HSE Books, tel 01787 881165, or selected booksellers

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A guide to
dynamic risk assessment

Foreword from Health and Safety Executive



This guidance, produced by the British Soft Drinks Association, gives helpful advice on practical health and safety issues relating to drinks delivery. Over 60% of accidents in the drinks industries result from manual handling, slips, trips and falls from height – all hazards particularly relevant in drinks delivery.

Although health and safety is primarily a management task, a significant degree of responsibility for safe working will naturally fall to drivers and others involved in the delivery process. This guidance should help you fulfil this responsibility.

Richard Morgan, Leader, HSE Food Section

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Introduction

This guidance is written for drivers and others involved in the delivery process. It is intended to help you assess risks and to work safely and effectively.

Safety in the delivery of soft drinks is about more than good manual handling, although it is a big part of the job. The circumstances you encounter are constantly changing. This means that you need to be confident that you can make decisions about the safety of each drop.

Many things can change: the load has to be configured to suit the delivery schedule and safely stacked to allow adequate room for access. The vehicle has to be driven well and sometimes parked in very difficult conditions.

There are often access problems and the security of the load and the vehicle is always a concern. Poor weather can turn an easy drop into a difficult one; school holidays can be a problem.

All this and keeping the customer happy too! There are a lot of things to consider, but hopefully this guidance will help you see the problems and avoid the pitfalls. Out on the road, with all the changes that occur on a daily basis, only you can make the decision about the safety and security of your delivery.



PPE

To help you carry out your job safely, you will be given the correct equipment.

- Overall / uniform
- Safety shoes or boots with good toe and ankle protection
- High visibility jacket or waistcoat
- Gloves, normally leather rigger type or high grip



Vehicle Pre-use Checks

You are responsible for your vehicle on the highway so it is important for you to check its roadworthiness before you leave the depot.

Check:

- Tyres and wheels
- Lights
- Fluid levels
- Load security



Loading the Vehicle

- Well planned drops and logical loading makes delivery easier
- The driver is responsible for the safety of the load and the vehicle on the road
- Leave room for safe access to the first drop
- Mixed pallet loads are more likely to move in transit
- Packs may be 'column stacked' and therefore less stable



Safe Driving

- Delivering soft drinks involves driving and manoeuvring in often congested and difficult conditions
- Safe parking close to the drop is sometimes hard to achieve
- Reversing is a very common cause of accidents; use a guide whenever possible
- Be a safe and considerate driver