



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 work area managers 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. **A record should be retained to show that this information and instruction has been shared with those employees affected.**

Generic Task / Work Equipment	Loading & Unloading Vehicles (Royal Mail Operations) SSOW
Associated Risk Assessment	TRA-04 Loading & Unloading (Royal Mail Operations) National Generic Task Risk Assessment
SSOW Version No	1.0

Hazards & Risks	
Identified Hazards & Risks	Risk Rating (with controls below in place)
Impact/strike from moving vehicles	Tolerable
Fall from height including docks, trailers and Tail lifts and vehicles	Tolerable
Injury from slips, trips and falls due to uneven/slippery surfaces, severe weather, poor footwear, poor lighting, objects, obstructions etc.	Adequately Controlled
Musculoskeletal conditions from manual handling activity	Adequately Controlled
Impact/strike from moving containers/damaged equipment/poor lighting/abuse etc.	Adequately Controlled
Sunburn/dehydration/cold from weather.	Adequately Controlled
Fatigue due to length of duty/hot weather/personal condition	Adequately Controlled
Cuts and bruises from general activity	Adequately Controlled
Psycho-social conditions from the working environment (e.g. abuse, stress etc.)	Adequately Controlled

Controls (Required to Achieve Risk Rating)					
Loading & Unloading SSOW (this document)	Vehicle Design	Vehicle Maintenance	SMAT/ Observation process	Driving SSOW	Transport of Yorks and RSCs SSOW
Manual Handling SSOW	York SSOW	Site Rules	PPE provision/Matrix	Bay Control systems (e.g. remove key from vehicle)	Driver Packs
Loading Bay Design	Driver Training/ CPC/Pertest	Offsite Risk Assessment process	National and Local SHE Comms	Workplace Onsite Risk Assessment	Workplace Inspections
Yard Risk Assessment	OPG Dynamic Risk Assessment	MHE Training	Approved Footwear	OPG Induction	Vehicle Loading Plan
Regular WTLL & Safety Committee	Manual Handling Training	Severe Weather Prep Checklist	Severe Weather Assessment	Yard Risk Manager Training	Yard Marshal Training
Docking Control Systems	Workload Planning	Occupational Health Support		Persons Specifically at Risk Assessment	Incident reporting system (ERICA)

General

This national Safe System of Work (SSOW) must be followed at all times and consolidates advice given in operator training. Any problems should be reported to your line manager immediately.

Any local/unique hazards not identified within this generic SSOW should be assessed locally in consultation with the local SHE team and CWU Area Safety Representative and noted in the SSOW local arrangements section at the end of this document. They should also be referred or reported to the owner of this document to ensure national review.

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.
- To work in the way they have been trained and inform your manager when asked to use equipment for which you have not been trained.

Dynamic Risk Assessment

Whilst loading and unloading vehicles, hazards and risks will vary depending on the circumstances. It is important, therefore, that everyone uses 'dynamic risk assessment' at all times. To complete a Dynamic Risk Assessment:

Look for Hazards	Consider the Risk	Decide What to do Safely
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The SSOW is a generic instruction for use across the company and represents a minimum standard. Local risk assessments may identify the requirement for a higher level of control as per company procedure.

Always seek assistance if you feel that it is required.

Core Standards

The following Core standards apply to this safe system of work:

Management Controls				
➤ Yard Risk Assessment completed (see Standard 2.3)	➤ Workplace Offsite Risk Assessment (see Standard 2.2)	➤ Severe Weather Preparation Checklist in date and Severe Weather Assessment completed as required (see Standard 2A.1)	➤ All Risk Assessment outcomes and SSOW's / SWI's are communicated to staff (see Standards 2.1 and 6.1)	➤ Managers and other staff complete regular SMAT / Observations (see Standard 17.2)
Vehicles and Equipment				
➤ Only approved equipment which is in good working order to be used	➤ Only trained and competent people to use equipment / vehicles	➤ Daily Vehicle Checks / Equipment Checks to be completed. PMT1		
Weight Limits				
➤ Bags 11kg ➤ Tray 10kg	➤ RM Parcels 20kg ➤ York and Mini York containers 250 kg	➤ Parcelforce Parcels 30 kg* (unless otherwise assessed)	➤ RSCs 750kg ➤ FSC 750kg ➤ Pallets 1000kg	➤ Specific MHE/vehicle weights
Personal				
➤ Manual handling technique	➤ PPE – as per Matrices or specific risk	➤ Health Declaration and License checks completed	➤ Persons Specifically at Risk Assessment where required	

Communication and Review

In order for the SSOW to be effective, it should be communicated to all staff, including Agency employees, and displayed on Noticeboards. Compliance to the SSOW should be ensured by local review and periodic behavioural observations (SMAT/Observations) by Managers and Employees and Inspections by Safety Representatives.

INSTRUCTIONS

General Do's and Don'ts

- ✓ **Do** report all hazards to your Manager.
- ✓ **Do** report all accidents and near miss incidents to your Manager.
- ✓ **Do** use the correct manual handling technique at all times.
- ✓ **Do** be aware of your surroundings and look where you are walking to avoid slip/trip/fall hazards.
- ✓ **Do** adhere to all signage, markings and instructions whilst work in the loading/unloading area/bay including housekeeping of Yorks and other equipment.
- ✓ **Do** adhere the site process for loading and unloading large vehicles for example Loading Bay status lights, loading in progress signs and removal of keys from vehicles.
- ✓ **Do be** aware of the edge of Loading Bays/Trailers/Tail Lifts/Double Deck Trailers and other working at height risks.
- ✓ **Do** brake Yorks at all times when loading into a vehicle
- ✓ **Do** look out for and avoid moving vehicles. Avoid walking in vehicle blind spots and use pedestrian walkways where in place.
- ✓ **Do** wear high visibility clothing at all times (as per the PPE Matrix).
- ✓ **Do** make sure you are wearing the appropriate footwear (as per the PPE Matrix) and that it is in good condition at all times.
- ✓ **Do** ensure you wear the appropriate uniform for the conditions and cover up where required.
- ✓ **Do** ensure the instructions from the Severe Weather risk assessment are followed when applicable.
- ✓ **Do** adhere to site rules at all times both on RMG sites and customer sites including public areas.
- ✓ **Do** use line markings, stops and guide rails to ensure accurate reversing in a loading area / loading bay and parking areas.
- ✓ **Do** take appropriate rest breaks, drink water and eat appropriately.
- ✓ **Do** inform your manager of any physical or mental condition (including stress, anxiety etc.) which may affect your ability to complete the task safely.
- **Do not** use equipment including Dock Levellers, Loading Bay Doors, Tail Lifts, Fork Lift Trucks; York Movers etc. unless trained and authorised to do so.
- **Do not** uses Mechanical Handling Equipment (MHE) on Trailers unless authorised.
- **Do not** load bags, trays or Yorks that are overweight. Reduce the weight to an acceptable level.
- **Do not** overload vehicles. Refer to the individual vehicle weights as listed.
- **Do not** operate as, or with, an untrained/unauthorised Yard Marshal/Banksman.
- **Do not** jump down from a Loading Dock or use Trays as steps. Use the walkway provided or locally agreed arrangements.
- **Do not** use a Tail Lift as a bridge on loading Bays.
- **Do not** use Loading Bay Doors as a pedestrian access. Use designated pedestrian doors or adhere to local arrangements.
- **Do not** park Yorks too close to the edge of a Dock when loading/unloading from the ground. Complete as a two man task wherever possible.

Before Use – Preparation / Checks

1) PPE/Footwear 2) Equipment checks e.g. MHE, Loading Bay, Dock Leveller	3) Daily vehicle check/prep 4) Hi-Viz clothing 5) Manager instructions, e.g. severe weather actions
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1) Working on Loading Dock/Area

Refer to Site Rules

General:

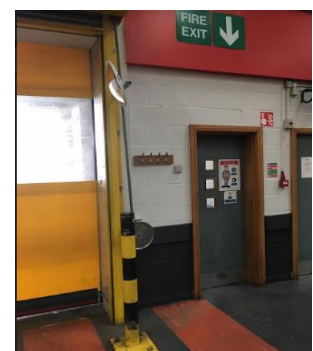
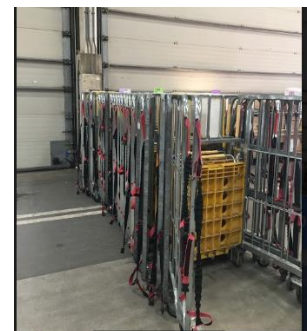
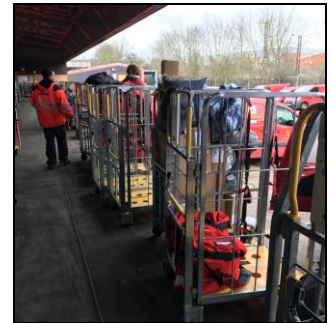
- Adhere to the Site Rules/local SSOWs at all times including designated parking areas, pedestrian movement, MHE Routes, speed limits and loading and unloading methods.
- Ensure the designated area for loading/despatch is understood in order to adhere to specific rules compared to indoor work.
- Avoid moving vehicles/machinery in operational areas and car parks and follow a pedestrian walkway.
- Wear high visibility clothing at all times as per the RMG PPE Matrix.
- NEVER enter unauthorised work areas and always load at the approved location for example the designated loading bay.
- Ensure manual handling principles are adhered to at all times. Do not move excessive weight or that believed to be greater than the weight limits e.g. for bags (11kg), trays (10kg) and Yorks (250kg). Break down bags/containers where required.
- Use Loading Dock Access Steps to get up and down from Docks. Where not available, use appropriate alternative as communicated.
- Adhere to the Site Rules and signage at all times including use of pedestrian doors, storing Yorks in designated areas and maintaining good housekeeping.
- Keep clear of the edge of Docks as far as possible so as to prevent falling from height or causing objects to fall.
- Report all unsafe acts and conditions to your manager.

Small Vehicles:

- Use the dock steps (or alternative site arrangements) to access and egress the dock. Do not jump down / climb up and do not use Trays as a step.

Large Vehicles

- Operate from a Loading Bay wherever possible. Ensure site arrangements are in place to prevent fall from height such as closing Loading Bay doors for empty bays.
- Secure all vehicle keys and adhere to site Bay Management process.



2) Working Around Vehicles

[Refer to Driving \(RM Operations\) SSOW](#)

[Refer to Delivery \(RM Operations\) SSOW](#)

[Refer to Collection \(RM Operations\) SSOW](#)

[Refer to Site Rules](#)

- Site rules must be adhered to at all times particularly in relation to PPE, designated loading areas and MHE routes and access/egress.
- Use two hands to move a York and apply the brake when stationary. Ensure the straps are done up.
- Care should be taken when using and moving Yorks in areas with moving vehicles. This is particularly the case when vehicles are reversing.
- Position Yorks so as not to cause an obstruction to other staff.
- Yorks must not be left or stored in unauthorised areas (e.g. walkways, main vehicle routes) which may cause either vehicles or pedestrians to have to operate in an unsafe manner.
- Look out for hazards when walking around a vehicle such as strapex, loading bay guide rails and trays.

Working at Third Party/Visiting Sites – Additional Instruction

[Refer to the Driving \(RM Operations\) SSOW](#)

- Adhere to the Site Rules/local SSOWs at all times including designated parking areas, pedestrian movement, speed limits and loading and unloading methods.
- Adhere to operational/safety instructions held within the Driver Pack.
- Raise any hazards or concerns as to operational practise to your Manager immediately.

Driving on Site – Additional Instruction

[Refer to the Driving \(RM Operations\) SSOW](#)

[Refer to Site Rules](#)

- Adhere to the Site Rules/local SSOWs at all times including designated parking areas, pedestrian movement, speed limits and loading and unloading methods.

3) Loading and Unloading Delivery & Collection Vehicles

[Refer to the Delivery \(RM Operations\) SSOW](#)

[Refer to the Collection \(RM Operations\) SSOW](#)

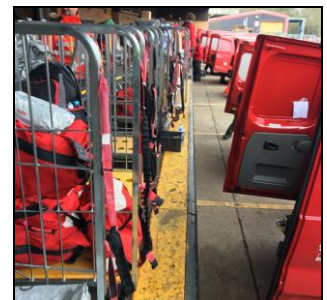
[Refer to the Driving \(RM Operations\) SSOW](#)

[Refer to the Operation and Use of York and Mini-York Containers SSOW.](#)

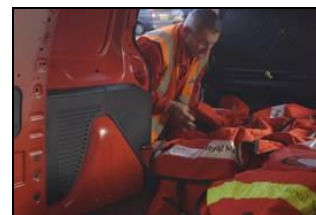
[Refer to the Manual Handling SSOW](#)

[Refer to Site Rules](#)

- The activity must take place in a safe / designated area and on firm, level ground.
- Ensure that the engine is turned off and the handbrake is applied. Where applicable, leave the vehicle in gear and turn the wheels to the kerb (follow the HIT principle as per Driving (RM Operations) SSOW).
- Use the correct manual handling technique at all times.
- When loading small vehicles from a Loading Dock make sure that the York is braked and not too close to the edge.
- Load using correct manual handling technique, moving your feet and not twisting your body.



- The size, shape and weight of parcels will influence the way in which any one item will be loaded/unloaded. If an item to be lifted is heavy or of an awkward shape always seek assistance.
- Load vans with the items that you will be delivering later first and locate items you'll need to remove first closest to the doors – so you don't need to lift them over others. Slide them into and out of the van rather than stretching and reaching to lift them into place.
- Take care to avoid trapping your fingers when you're picking up, putting down or carrying parcels.
- For any heavy or awkward parcels, use a sack barrow or arrange to double up at the delivery point. Tilt the parcel and slide the sack truck under it rather than lifting the parcel on to it. See Manual Handling SSOW.



4) Reversing into a Loading Bay/Area

[Refer to the Driving \(RM Operations\) SSOW](#)

[Refer to Site Rules](#)

General

- Ensure that Site Rules for reversing onto Loading Bay/Area are understood for example a traffic bay light system.
- Be aware of pedestrians at all times. Do not move until it is definitely clear.
- Do not allow anyone to act as an unofficial Yard Marshal or Banksman. It is the responsibility of the Driver to reverse without any assistance via hand gestures.
- If unsure/unfamiliar with reversing follow the 'GOAL' principle – Get Out And Look.

Small

- Where possible, reverse into site parking spaces.
- Leave enough room to be able to load the vehicle from the rear and the side. If required turn the mirrors in to give more space.

Large

- Adhere to any bay control systems such as traffic light indicators. If not certain, seek site instruction.
- If a Tail Lift is fitted it will be necessary to lower the tail lift and reverse it below the dock leveller. Ensure you do not walk over Tail Lift to get back to vehicle.



5) Operation and Use of a Tail Lift

Refer to Site Rules

- The activity must take place on firm, level ground.
- Follow the operational instructions displayed at all times.
- Do not use unless trained and authorised to do so.
- The York brake must be applied when lifting or lowering on a tail lift. Where fitted, floor safety stops must be used.
- Only **two Yorks** are to be loaded on to a **tail lift** at any time.
- Nested Yorks **must not** be loaded on to a **tail lift** at any time. Break down into the nested York configuration once inside of the vehicle.
- Take care to avoid the edge of the Tail Lift/vehicle at all times.
- Beware that the tail lift surface and the vehicle floor may become slippery when operating in wet conditions
- Position the Yorks to the right of the tail lift platform (as facing from the ground), so as to maximise space available. Stand to the left/rear (as facing the ground) whilst operating the Tail Lift controls with one hand and holding on to a York with the other.
- Access & Egress to the trailer must only be gained using the fully deployed platform.
- Tail Lift Vehicle can be loaded as per the Large Vehicle section of this SSOW (Section 9).
- Under no circumstances must any MHE be driven over Tail Lifts or the Tail Lift used as a bridge.
- Wear safety footwear as per the PPE Matrix and keep feet clear of the Tail Lift when lowering.
- Be aware at all times of the potential impact of the platform onto bays, docks and buildings.
- Take care not to hit head when fitting or removing the number plate.



6) Preparing Large Vehicles for Loading/Unloading

Refer to the Driving (RM Operations) SSOW

Refer to the Manual Handling SSOW

Refer to Site Rules

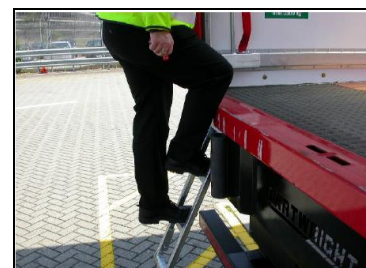
- The activity must take place in a safe/designated area and on firm, level ground.
- Ensure that the vehicle has been parked safely as per the Driving (RM Operations) SSOW and the handbrake/trailer brake are applied.
- Ensure the vehicle cannot be inadvertently started or moved with appropriate key control systems as per the site process. **THIS MUST INCLUDE REMOVAL OF THE KEYS WHEN LOADING AND UNLOADING IS TAKING PLACE WHILST A MOTIVE UNIT IS ATTACHED.**
- Remain clear of moving vehicles/MHE.
- Ensure good manual handling techniques at all times.
- Report any defective trailers.
- Take care when opening loose loaded vehicles as parcels could have moved and fall.
- Carefully remove restraining equipment to prevent from hitting and striking.



- Ensure that the vehicle has been parked safely as per the Driving (RM Operations) SSOW and the handbrake applied.
- Check vehicle load restraint straps and stow in position prior to loading from the rear. Replace any damaged straps or seek assistance.
- In order to open and close Trailer Shutter Doors from the **ground**:
 - Support the shutter handle with one hand and release/close the lock assembly with the other.
 - Control the Shutter with both hands before release and pushing from underneath until it opens.
 - When closing the shutter, release the shutter retention catch (where fitted) by pulling the strap downwards, then use the shutter Pull Down strap to pull the door down. Make sure it is stored away safely after use.
- In order to open and close Trailer Shutter Doors from the **Loading Bay**:
 - Release/close the lock assembly by bending the knees and standing part sideways on to get close to the trailer.
 - Take care of the gap between the Loading Dock and the Trailer. Where there is a large gap either present the vehicle as above or follow specific Site Instructions.
 - Support the shutter handle with one hand and release/close the lock assembly with the other.
 - Control the Shutter with both hands before release and pushing from underneath until it opens.
 - Use the Shutter Pull Down strap to pull the door down when closing.
- In order to side-load Curtain Sided Vehicles:
 - Release the buckles, lift out the curtain support pole and slide the curtain evenly along the side of the vehicle avoiding bunching and potential jamming of the curtain.
 - Whilst opening the curtain look out for the curtain buckle and the risk of a falling load.
 - Do not run when moving the curtain.
 - Secure the pole to prevent movement, particularly during windy conditions.

In order to Access and Egress the trailer from the ground:

- Use the steps at the rear of the vehicle provided.
- Check for defects and pull out steps in a smooth motion.
- Check the integrity of the step and then use the grab handle to ensure three points of contact to climb up/down the trailer checking footing as you do so.
- DO NOT jump down from the trailer bed – always use the steps.
- Ensure the steps are safely stowed away.
- Whilst on the trailer bed remain clear of the trailer edges at all times.



7) Opening and Closing Loading Bay Doors

Refer to Site Rules

- Only operate the trailer doors if you are trained and authorised to do so. If you have not been trained seek the assistance of either a bay marshal or a member of staff who has been trained.
- Follow the instructions and indicator lights to operate.
- Remain in a designated area and keep feet/body clear of moving parts.
 - Do not operate if there are other people close by. Stop until the area is clear.
 - Wear PPE as per the PPE Matrix including safety footwear, gloves and hi visibility jacket.
 - If the Loading Bay door is damaged or jams during use alert another member of staff. Keep everyone clear until it has been isolated by a competent individual.
- Raising/Lowering:
 - Ensure keys are removed from the vehicle and the site Bay Management process adhered to.
 - Check the area is clear.
 - Ensure vehicles are on the Loading Bay and parked safely before doors are opened (or equivalent site specific process).
 - Ensure the Loading Bay doors are closed before the vehicle drives away (or equivalent site specific process).
 - Stay clear of the gap between the Trailer and the Loading Bay.

8) Operation and Use of a Dock Leveller

Refer to Site Rules

- Only operate the Dock Levellers if you are trained and authorised to do so. If you have not been trained seek the assistance of either a Bay Marshal or a member of staff who has been trained.
- Follow the instructions and indicator lights to operate.
- Remain in a designated area and keep feet/body clear of moving parts and edges of the Dock.
- Do not operate if there are other people close by. Stop until the area is clear.
- Wear PPE as per the PPE Matrix including safety footwear and hi visibility jacket.
- Take care not to trip over the Dock Leveller edges.
- If the dock leveller is damaged or jams during use alert another member of staff. Keep everyone clear until it has been isolated by a competent individual.
- Lowering:
 - Ensure the vehicle is suitably in position.
 - Check the area is clear.
 - Only access the trailer bed once the dock leveller is fully in place and secure. Take care to avoid any gaps at the side of the Dock Leveller between the trailer and Loading Bay.
- Raising:
 - Check the area is clear.
 - Stay clear of the gap between the Trailer and the Loading Bay.
 - Ensure Loading Bay doors/bay controls are in place before the vehicle drives away to prevent falls from height.



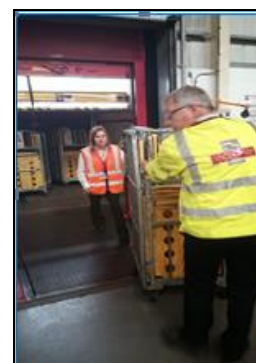
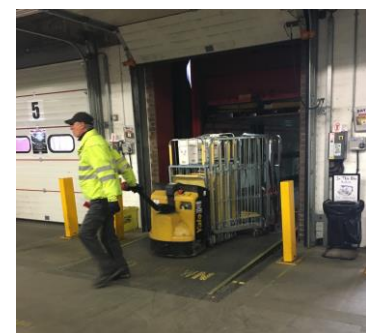
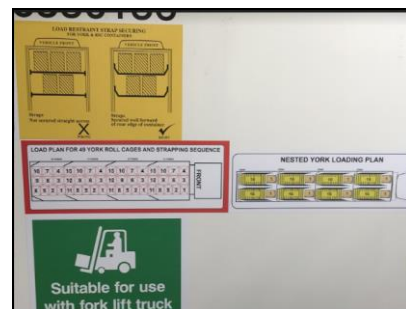
9) Loading & Unloading Large Vehicles

Refer to Transport of Yorks and RSC's SSOW

Refer to Vehicle Loading Plan

Refer to Site Rules

- Adhere to any site SSOW/instructions to ensure safe loading and unloading.
- Load all vehicles as per the Load Plans displayed on the inside of the Trailer (where in place) and as shown in the Transport of Yorks and RSCs SSOW.
- Keep clear of moving vehicles/pedestrians during loading and unloading activity.
- All Loads must be secured as per the Load Plans.
- Make sure you have room to move and load Container.
- Only **one made up York** to be moved at a time.
- Nested Yorks must be loaded and unloaded over a dock leveller either by a single person (maximum 3) or two people (maximum 5). This may require undoing York straps and moving the containers individually where there is difficulty. **Two people should be available** to help free nested Yorks within the vehicle if required, taking care to avoid trapping fingers between Yorks.
- Nested Yorks should be pulled clear of the line and turned when space permits, initiating the turn by pulling round using the side bars at the front.
- Only use MHE (FLT, Master Mover, Pump Truck etc.) if trained and authorised to do so. If accessing the trailer bed ensure that it is capable and approved for the relevant MHE.
- When turning Yorks into position during loading, take a wide route and time your turn so you land in the right position at the first attempt.
- Do not force a container into a space between other containers. Correct any protruding bags or parcels causing resistance first.
- If a York is jammed during unloading, deal with those around it first – making space to turn the container so you can remove the protruding object.
- When unloading heavy containers from a vehicle pull on the front or sidebars until the casters are pointing in the right direction. Seek assistance if required.
- All Yorks must be loaded and secured as per the relevant vehicle/trailer **Load Plan** in 'Transport of Yorks and RSC's in Royal Mail Vehicles' SSOW or specific vehicle/trailer SSOW's.



Loading/Unloading Large Vehicles with RSCs – Additional Instruction

[Refer to Site Rules](#)

- [Refer to the Transportation of Yorks & RSCs SSOW](#)
- The activity must take place on firm, level ground and in a safe area.
- Ensure that the Trailer park brake is applied.
- Only trained and authorised persons to use MHE.

Loading / Unloading Large Vehicles with Pallets – Additional Instruction

[Refer to Site Rules](#)

- [Refer to the Transportation of Yorks & RSCs SSOW](#)
- The activity must take place on firm, level ground and in a safe area.
- Only trained and authorised persons to use MHE.
- Ensure the pallet is robust and secure, for example by use of strapex or shrink wrap.

Loading/Unloading Double-Deck Large Vehicles – Additional Instruction

[Refer to Site Rules](#)

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| • Refer to the specific Double Deck Trailer SSOW | |
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Loose Loading – Additional Instruction

[Refer to Site Rules](#)

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|---|--|
| • Refer to specific site/equipment SSOW | |
|---|--|

10) Leaving Site – Large Vehicles

[Refer to the Driving \(RM Operations\) SSOW](#)

[Refer to Site Rules](#)

- Follow the site process for Loading Bay management (e.g. traffic light system, return of keys by Loading Bay Supervisor etc.). **DO NOT DRIVE AWAY UNTIL IT IS CERTAIN THAT LOADING ACTIVITY HAS BEEN COMPLETED.**
- Ensure that vehicles are secured with doors closed/Tail Lifts raised before moving.
- Adhere to all Site/Yard Rules including speed limits, signage, one way systems, authorised exits etc.
- When coupling articulated vehicles ensure that:
 - the trailer park brake is set and that the fifth wheel is above the level of the trailer rubbing plate. Slowly reverse under the trailer until the fifth wheel engages/locks. Before alighting from the cab, engage the Motive Unit and Tractor park brake.
 - a visual inspection is completed to confirm that the 5th wheel mechanism has locked by checking that the handle has closed correctly and that no gap exists between the fifth wheel contact surface and the trailer rubbing plate.
 - the Tractor park brake is applied and the keys removed from the ignition.
 - the landing legs are raised. Maintain a firm stance facing with one foot forward and rotate the handle in one circular motion.
 - the Airlines/Anderson leads are carefully attached maintaining a firm stance away from the edge of the Catwalk taking extra care when wet. The safe process for accessing the Catwalk must be followed (reference Driving (RM Operations) SSOW).
 - the Trailer park brake is released. In the event of a combination runaway immediately alert others but do not attempt to re-apply any brakes.
 - the vehicle is moved slowly away from the Dock and the trailer doors shut if not already done so.

Severe Weather – Additional Instruction

Refer to the Driving (RM Operations) SSOW

Refer to Site Rules

- Adhere to instructions from the manager Severe Weather Risk Assessment at all times.
- During periods of snow/ice wear warm clothing and look out for slippery surfaces/vehicles. Ensure you have good grip on your shoes and shorten your stride to prevent falling over. Give extra room to moving vehicles.
- During periods of heat/sun make sure you cover up (e.g. long, loose clothing), protect your head (e.g. wear a wide brimmed hat), use supplementary sunscreen, stay out of the sun where possible (e.g. during breaks) and remain hydrated (drink lots of water).
- During periods of fog take extra care and look out for moving vehicles and trip hazards.
- During periods of heavy rain, wear waterproof clothing, take care on slippery surfaces and shorten your stride.
- During windy conditions take particular care with vehicle doors.

Person Specific Risks – Additional Instructions

- If you do not feel well or have an injury, inform your Manager.
- Where there is a known medical condition, follow any specific instructions agreed with your manager during your Persons Specifically at Risk assessment.

Competency

Training	Format (Course/Certificated/Qualification)
Mandatory: <ul style="list-style-type: none">• RML Induction. Training required on a needs basis: <ul style="list-style-type: none">• Driver training.• Equipment (where used) e.g. Loading Bay Doors, Dock Levellers.• MHE Training. (where applicable)	<ul style="list-style-type: none">• DO Manager / Coach.• Success Factors.• Pertemps Driver Training.

Personal Protective Equipment (PPE)

Item	Ordering details	Comments
PPE standard and use as per the RMG PPE Matrices.	Uniform / Stores.	High Visibility clothing at all times. Other PPE where risk is identified.

SSOW Authorisation

	Name	Signed	Date
Author	J Cannon	<i>J Cannon</i>	14/03/18
Safety Support (where applicable)	David Mills; Mark Griffin; Karl Maginn; Richard Lewis; Richard Low; Andy Hickerman; Mark Fuller; Tony Pedal; Corinne Parsons; Nick Burns	<i>David Mills; Mark Griffin; Karl Maginn; Richard Lewis; Richard Low; Andy Hickerman; Tony Pedal; Corinne Parsons; Nick Burns</i>	14/03/18
I have authorised this SSOW for deployment			
Safety Authorisation: (As defined in Levels of Authority Appendix 4)	J Cannon	<i>J Cannon</i>	14/03/18

On deployment in the Work Area a copy of the SSOW should be retained for reference

SSOW LOCAL ARRANGEMENTS

SSOW Title	
Region	
Unit (Where applicable to individual Unit)	

(For use where a Unit Manager wants to add local arrangements to a Group or Business Unit SSOW)

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 could be prepared help to remove or reduce the additional risks to an acceptable level. This additional INFORMATION and INSTRUCTION must be used within the Unit(s) affected to inform and instruct those employees affected. It should also be used at induction and refresher training events to inform employees how a task they are involved in can be completed safely &/or how work equipment they are using can be used safely. Any training or briefing using the SSOW should be recorded to show where the additional information and instruction has been given.

NOTE: Local amendments to a SSOW cannot be less stringent than the national version.

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

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