

Delivering Safely

Consultation, cooperation and coordination Information Sheet

December, 2013

Introduction

Do vehicles visit your workplace to deliver or collect goods or materials?

Are your vehicles used for the delivery or collection of goods or materials from other businesses?

Deliveries and collections are essential to business, but can be some of the most dangerous activities you and your staff have to deal with.

Many delivery and collection incidents could be prevented if there was **better cooperation** between the parties involved.

This information sheet describes how people and organisations involved in deliveries and collections can cooperate to prevent delivery-related incidents.

Nature of the problem

Every year, thousands of workers sustain serious and fatal injuries when working around trucks or vans which are collecting or delivering goods.

Unless vehicle movements and work activities are carefully controlled, people are at risk of:

- being hit by moving vehicles, (reversing vehicles in particular)
- slips, trips and falls in the general work area and on or from the vehicle
- injuries caused by vehicles turning over

- being hit by objects falling from vehicles
- injuries from manual handling tasks



What the law requires

Road traffic legislation requires that vehicles are maintained in a roadworthy condition and are safe when in use on the public road. Whether you own, lease, hire or borrow a vehicle for work purposes, you must make sure that it is fit for purpose and safe for use on public roads.



Employers have duties under the Safety, Health and Welfare at Work Act 2005 to ensure, so far as is reasonably practicable, the health and safety of their employees and others who may be affected by their work activities (such as drivers, loaders/unloaders, warehouse operatives and members of the public).

Under the Safety, Health and Welfare at Work [General Applications] Regulations 2007, where two or more employers share a workplace, even on a temporary basis, they must cooperate with each other to make sure they both comply with their legal duties.

These Regulations also require that employers carry out a risk assessment and identify measures to control risk of injury from known hazards, such as; vehicle movements, loading, unloading and load securing.

The same regulations require that employers ensure that all lifting operations using forklifts and cranes are properly planned by a competent person, are appropriately supervised and are carried out in a safe manner. Lifting equipment must be suitable for use, properly maintained, marked with its safe working

load, regularly inspected and thoroughly examined. (Refer to Schedule 1 of the aforementioned regulations for specific requirements for work equipment including Tail-Lifts).

Note: Vehicles are defined as a *Place of Work* under the Act. Under Section 8 of the Act, the employer must ensure, so far as reasonably practicable, that:

- Vehicles are designed, provided and maintained in a condition that is safe and without risk to health
- Safe means of access and egress to and from the vehicle is designed, provided and maintained
- Systems of work are planned, organised, performed, maintained and revised as appropriate; for example, safe systems of work must be available for vehicle loading, deliveries and unloading activities
- Information, instruction, training and supervision is provided for all employees who operate or work with, on or near vehicles

Who is responsible?

People often assume that someone else is going to take action for safety management, particularly where there are a number of people involved in the work activity. In the absence of adequate work planning and supervision, this can mean that nobody takes the necessary action.

Individuals are often unfairly blamed for workplace incidents that could have been prevented if the persons in control of the the Place of Work (PCW) had consulted, cooperated and coordinated with one another.

PCWs commonly involved in the delivery of goods or materials are:

- **Supplier or consignor** – the person sending the goods
- **Transport operator** – the person (company or owner-driver) carrying the goods
- **Recipient or consignee** – the person receiving the goods

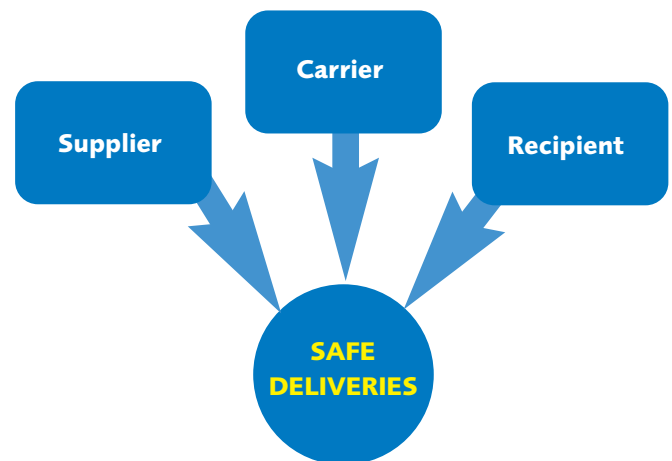
Joint Responsibility

A common factor in delivery/collection incidents is the absence of an agreement between supplier, transport operator and recipient about who is responsible for what in terms of safety.



In most work situations, the safety of a worker is primarily the responsibility of the PCW that they work for. To deliver or collect goods or materials, workers have to visit places of work controlled by others. The safety of everyone at these places of work, including people visiting the site, is the responsibility of the PCW. The PCW has a duty to manage and control the workplace.

All PCWs must consider the risks related to the delivery and collection of materials and goods and eliminate them or, if this is not reasonably practicable, minimise them so far as is reasonably practicable to prevent harm to workers, and others affected by the work activities.



Irresponsible employers may use the overlap in responsibilities as an excuse for not doing more to protect those involved in deliveries. This overlap can cause dangerous misunderstandings unless all parties exchange information about the main risks involved, and agree **who will do what and when**, to control risks.

Duty holders must assess delivery and collection risks and reduce them as far as reasonably practicable. Arrangements for preventing vehicle incidents during deliveries and collections should be reviewed in consultation with safety representatives, drivers and employees as appropriate. Consider what further steps could be taken in cooperating to reduce risk. The rest of this information sheet outlines steps which are reasonably practicable.

Safe System of Work

In order to ensure deliveries & collections are carried out safely there must be effective co-operation between the main duty holders. Risks must be assessed and safe systems of work planned implemented and supervised.

- Ensure that vehicles and equipment are safe, suitable for job and in good repair
- Ensure that staff are competent and drivers are trained
- Provide personal protective equipment (PPE) appropriate to the work activities and training in the safe use of same.
- Avoid/manage work at height activities
- Avoid/manage people accessing vehicle and load platform
- Keep vehicles and people apart where practicable
- Plan for safe loading/securing/unloading
- Plan for deliveries/collections: **a safe delivery plan (see below)**

Safe Delivery Plan

The **general principles** that suppliers, transport operators and recipients should follow are:

- Send out safety information on deliveries and collections to other parties in the delivery chain
- Request safety information on deliveries and collections from other parties in the delivery chain
- Include information on how the vehicle was loaded if this is needed for safe unloading
- Plan the best times for deliveries to arrive
- Know the route; anticipate problems
- Plan to have the right number of people and equipment ready to handle the delivery when it arrives
- Plan how to keep the driver and all others who may be affected by the activity safe
- Implement a procedure for situations where load has shifted or collapsed in transit, so that it can be safely unloaded.

Suppliers and recipients – organising your site for safe deliveries and collections

You can find detailed information on controlling workplace vehicle risks and on managing workplace transport safety at

http://www.hsa.ie/eng/Vehicles_at_Work/Workplace_Transport_Safety/Managing_Workplace_Transport/



Transport operators – making collections and deliveries safely

Drivers are often the victims of delivery incidents. It is often unrealistic and sometimes unsafe to expect drivers to stay in their cab throughout loading/unloading of their vehicle. A designated safe area for visiting drivers with easy, safe access to toilet and refreshment facilities reduces risks considerably. A safe area may be needed for drivers to observe loading.

- Transport operators should train drivers in general safety precautions to take when visiting places of work, particularly concerning the risks involved in loading and unloading delivery vehicles.
- Drivers should be given clear instructions on what to do if they are not satisfied with the arrangements for ensuring safety at a particular place of work.
- Drivers should be authorised to refuse or stop the loading or unloading of their vehicle on safety grounds.
- In addition to training, providing drivers with simple delivery safety checklists may help them check that reasonable precautions have been taken, and help them decide if it is reasonable for them to refuse to continue with a particular delivery or collection.

- Transport operators should ensure that any agency drivers they use are familiar with their arrangements for delivery safety.

Further information

More information on managing work related vehicle risks can be found at

http://www.hsa.ie/eng/Vehicles_at_Work/ or by contacting 1890 289 389

(between 9am and 5pm, Monday to Friday).



Consignor and consignee checklist Delivering Safely:

When organising transport	
Generally, parking and subsequent loading/unloading should be off the road and pavement and well away from members of the public.	<input type="checkbox"/>
The loading/unloading area should be in a designated, adequately lit area where people and vehicles not essential for loading/unloading are excluded.	<input type="checkbox"/>
Consider the following aspects and exchange information with the transport operator:	
Restrictions on the type or size of vehicle the place of work can safely handle	<input type="checkbox"/>
Restrictions on when goods should be delivered or collected	<input type="checkbox"/>
Best approach routes to the place of work, especially if nearby one-way systems, low bridges, narrow roads, awkward access etc. could cause problems for visiting vehicles	<input type="checkbox"/>
A site plan or sketch showing parking, location of reception, route through the place of work, designated turning/reversing areas, rest facilities, location of loading/unloading area etc.	<input type="checkbox"/>
Where should visiting vehicles park on arrival? Where and to whom must drivers report?	<input type="checkbox"/>
Method of loading/unloading	<input type="checkbox"/>
Is the driver expected to undertake or assist in the loading/unloading?	<input type="checkbox"/>
What equipment or assistance is available?	<input type="checkbox"/>
Is a forklift to be used? Are all safe use procedures in place?	<input type="checkbox"/>
Procedures, clothing and equipment that the visiting drivers are required to use:	
High visibility vest or clothing?	<input type="checkbox"/>
Boots?	<input type="checkbox"/>
Limits on use of mobile phones?	<input type="checkbox"/>
Prohibition or conditions on reversing?	<input type="checkbox"/>
Load restraint equipment?	<input type="checkbox"/>
Prior to the pickup or delivery	
Generally, staff at the place of work should keep clear of the vehicle before handover and the driver should keep clear of the vehicle after handover	
Consider the following aspects and exchange information with the transport operator:	
Who will be in charge of overseeing all loading/unloading of visiting vehicles?	<input type="checkbox"/>
Who should the visiting driver 'give permission' to for their vehicle to be loaded/unloaded? How will this handover be clearly understood by all involved?	<input type="checkbox"/>
Where should the driver be during the loading/unloading of their vehicle?	<input type="checkbox"/>
If access onto the vehicle is required, how will falls be prevented or fall risks reduced?	<input type="checkbox"/>
What should visiting drivers or staff at the place of work do if they are not satisfied with safety arrangements for the delivery or collection? Who should concerns be reported to?	<input type="checkbox"/>
What procedure should be followed if a load appears to have shifted dangerously in transit?	<input type="checkbox"/>
Are there agreed systems for reporting and exchanging information about vehicle incidents, incidents, near misses and other safety concerns during deliveries and collections?	<input type="checkbox"/>
Contact details for the other parties in case of problems	<input type="checkbox"/>

Transport operator checklist Delivering Safely:

When accepting order or contract	
Generally, parking and subsequent loading/unloading should be off the road and pavement and well away from members of the public.	<input type="checkbox"/>
The loading/unloading area should be in a designated, adequately lit area where people and vehicles not essential for loading/unloading are excluded.	<input type="checkbox"/>
<i>Has the following information been received from both consignor and consignee and provided to the driver?</i>	
Restrictions on the type or size of vehicle the place of work can safely handle	<input type="checkbox"/>
Restrictions on when goods should be delivered or collected	<input type="checkbox"/>
Best approach routes to the place of work, especially if nearby one-way systems, low bridges, narrow roads, awkward access etc. could cause problems for visiting vehicles	<input type="checkbox"/>
A site plan or sketch showing parking, location of reception, route through the, place of work designated turning/reversing areas, rest facilities, location of loading/unloading area etc.	<input type="checkbox"/>
Where should visiting vehicles park on arrival? Where and to whom must drivers report?	<input type="checkbox"/>
Method of loading/unloading – what equipment is available? What is the capacity of the lifting equipment?	<input type="checkbox"/>
If a forklift is to be used, are all safe use procedures in place?	<input type="checkbox"/>
<i>Procedures, clothing and equipment that the driver is required to use:</i>	
High visibility vest or clothing?	<input type="checkbox"/>
Boots?	<input type="checkbox"/>
Limits on use of mobile phones?	<input type="checkbox"/>
Prohibition or conditions on reversing?	<input type="checkbox"/>
Load restraint equipment?	<input type="checkbox"/>
Prior to the pickup or delivery	
Before handover, site staff should keep clear of the vehicle; after handover, the driver should keep clear of the vehicle.	<input type="checkbox"/>
<i>Has the following information been received from both consignor and consignee and provided to the driver?</i>	
The name of the person who will be in charge of overseeing all loading/unloading of visiting vehicles	<input type="checkbox"/>
The name of the person to whom the driver will 'give permission' for their vehicle to be loaded/unloaded, and information regarding how this handover will be clearly understood by all involved	<input type="checkbox"/>
Directions about where the driver should be during loading/unloading	<input type="checkbox"/>
Specific requirements and risk controls for access onto the vehicle and falls prevention (if required)	<input type="checkbox"/>
What the driver should do if they are not satisfied with safety arrangements for the delivery or collection, including the name of the person to whom they should report any concerns	<input type="checkbox"/>
What the driver should do if a load appears to have shifted dangerously in transit	<input type="checkbox"/>
The agreed system for reporting and exchanging information about vehicle incidents, incidents, near misses and other safety concerns during deliveries and collections	<input type="checkbox"/>
Contact details for the other parties in case of problems	<input type="checkbox"/>

Delivering Safely: Driver Checklist

Prior to the pickup or delivery

Generally, parking and subsequent loading/unloading should be off the road and pavement and well away from members of the public.	<input type="checkbox"/>
The loading/unloading area should be in a designated, adequately lit area where people and vehicles not essential for loading/unloading are excluded.	<input type="checkbox"/>
Before handover, staff at the place of work should keep clear of your vehicle, and after handover, you should keep clear of the vehicle unless you are conducting the loading/unloading.	<input type="checkbox"/>
<i>Have you received the following information?</i>	
Restrictions on when goods should be delivered or collected	<input type="checkbox"/>
Best approach routes to the place of work, especially if nearby one-way systems, low bridges, narrow roads, awkward access etc. could cause problems for visiting vehicles	<input type="checkbox"/>
A site plan or sketch showing parking, location of reception, route through the place of work, designated turning/reversing areas, rest facilities, location of loading/unloading area etc.	<input type="checkbox"/>
Where you should park on arrival and where and to whom you must report	<input type="checkbox"/>
Method of loading/unloading	<input type="checkbox"/>
Are you expected to undertake or assist in the loading/unloading?	<input type="checkbox"/>
What equipment or assistance is available?	<input type="checkbox"/>
<i>Procedures, clothing and equipment that you are required to use:</i>	
High visibility vest or clothing?	<input type="checkbox"/>
Boots?	<input type="checkbox"/>
Limits on use of mobile phones?	<input type="checkbox"/>
Prohibition or conditions on reversing?	<input type="checkbox"/>
Load restraint equipment?	<input type="checkbox"/>
The name of the person who will be in charge of overseeing all loading/unloading of visiting vehicles	<input type="checkbox"/>
The name of the person to whom you will 'give permission' for your vehicle to be loaded/unloaded, and information regarding how this handover will be clearly understood by all involved	<input type="checkbox"/>
Directions about where you should be during loading/unloading	<input type="checkbox"/>
Specific requirements and risk controls for access onto the vehicle and falls prevention (if required)	<input type="checkbox"/>
What you should do if you are not satisfied with safety arrangements for the delivery or collection, including the name of the person to whom you should report any concerns	<input type="checkbox"/>
What you should do if a load appears to have shifted dangerously in transit	<input type="checkbox"/>
The agreed system for reporting and exchanging information about vehicle incidents, incidents, near misses and other safety concerns during deliveries and collections	<input type="checkbox"/>
Contact details for the other parties in case of problems	<input type="checkbox"/>