

## **FORK TRUCK DIRECT LIMITED**

### **HEALTH AND SAFETY RULES TO BE OBSERVED BY SERVICE ENGINEERS WHEN WORKING ON CUSTOMERS PREMISES.**

#### **CUSTOMER WORK METHOD**

The Company in addition to its statutory obligations has adopted a number of Rules and Safe Practices of its own in order to set and maintain a high standard of safety on customer premises.

The following regulations have accordingly been drawn up in order to acquaint those carrying out work on the customer's premises with the minimum standard of safety they are required to maintain at all times.

The main purpose is to ensure that all work is performed in such a manner as to be safe not only for the Company's employees but also for the customer's own employees.

The Regulations are not to be regarded in any way as relieving customers of their statutory obligations or their efforts to avoid accidents neither are they intended to restrict or impede the way in which work is performed.

The Company therefore looks for the fullest co-operation from every one.

#### **SAFETY REGULATIONS**

##### **Before Starting Work**

- Inform the customer's Representative of your presence, and request his acceptance of these conditions of working. The customer's Representative will advise you of any special precautions which he thinks may be relevant and will arrange for site induction, instructions and regulations as required.
- Arrange with the customer's representative a place to park your service van preferably adjacent to a safe place for you to work on the equipment. If there is no safe place to work then consideration should be given to invoking FTD's Refusal to Work Policy.
- All work must be executed in a safe manner and strictly in accordance with any Government Acts in force for the time, and with any special safety rules issued by the customer, and in accordance with safety and product training given by the Company.
- Other than for the purpose of fault-finding or when necessary to use the internal power of the forklift, the battery must be disconnected and the keys removed before any work on the forklift commences.
- All lifting operations to remove masts and or counterweights will be individually risk assessed by the engineer on site, and where possible the

manufacturers' methodology should be applied. Attention to ensuring that no one is under or in the vicinity of the mast or counterweight whilst suspended, masts and counterweights should not be left suspended but as far as possible mast should be laid flat on the floor, and counterweights rested against a wall and propped to prevent falling.

- All lifting equipment should be inspected before use to ascertain it is free from defects and fit for purpose. Strops, Chains, Shackles and accessories for lifting must be checked for adequate capacity for the lifting job in hand.
- Engineers are forbidden to work under any equipment without first assessing the risk, equipment should be blocked using axle stands and or blocks, under no circumstances are engineers permitted to work under equipment supported by jacks. All jacks stands and blocks should be thoroughly inspected before use.
- Engineers must ensure that adequate protective clothing, including eye protection, is used at all appropriate times.

## EMERGENCY RESPONSE PROCEDURES

- During the customers site induction they should cover the correct procedures, contact points, access and egress for any emergency events which may occur. The engineer should adhere to the customer's guidelines unless standard emergency procedures and contacts provided by Fork Truck Direct are more practical in the situation.

## FIRST AID / ACCIDENTS

- As part of the customers site induction they should familiarize the engineer with who the appointed site first aider should be to report to for all incidents. Only if a first aider is not present should the engineer attempt to treat any injury himself or contact a relevant emergency service.
- All incidents, no matter how minor, must be treated immediately and as soon as is practicable recorded in the accident register on the customer's premises and must also be reported to the appropriate Company authority.

## WORK AREAS

- All work must be kept clean and orderly. Care must be taken not to block any door passage way, steps, safety exits, firefighting equipment or safety apparatus in any way.
- Entry to areas other than those in which work is being carried out is expressly forbidden except for purposes of necessary access and with the

knowledge and agreement of the customer.

- Everyone must take precautions to prevent the possibility of fire and must be familiar with the customer's rules for action in case of fire or other emergency.
- No smoking notices must be strictly observed. Smoking is expressly forbidden in company vehicles and within any customer or company works buildings by law.
- Customers must give prior approval to the engineer before welding or burning of any description is carried out.
- Where diesel powered equipment is used inside a building, prior permission must be obtained from the customer and precautions must be taken against excessive exhaust emissions.

### ELECTRICITY AND OTHER UTILITIES

- All electrical equipment carried by service engineers to be used on the customer's premises must be in sound condition, safe and appropriate for the electrical supply available and where appropriate have a test certificate under the Electricity at Work Regulations.
- All electrical work must conform to the Electricity regulations and IEE Regulations.

### GENERAL CUSTOMER SITE RULES

- All notices must be strictly complied with.
- No work may be undertaken in close proximity to electric cables, switchboards etc., without the express permission of the customer.
- Speed limits on the customer's premises must be complied with at all times.

### SITE WELFARE ARRANGEMENTS

- The customer should provide adequate basic welfare facilities including a suitable toilet and washing amenities including a supply of fresh drinking water .
- Depending on the duration of the customers requested activities if required they should provide somewhere clean to eat and drink during break / rest periods.
- Unless otherwise agreed there should be no requirement for any special welfare arrangements.

## CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS 2002 (COSHH)

- Engineers shall undertake to comply with all COSHH Regulations and amendments and to carry out all necessary assessments on substances falling within the COSHH Regulations and to notify the customer, in advance, of any hazardous substance being used on their premises.