

No. 375/2024

28th November 2024

Dear Colleagues,

Royal Mail Materials Handling Containerisation Update & Christmas Arrangements 2024 - Health & Safety Aspects

Further to previous annual updates provided by the Health and Safety Department, the department has engaged with Royal Mail to ensure that updated advice is available for Representatives and members in relation to the above Peak arrangements. Below is a summary update on Materials Handling Containerisation Arrangements for the 2024 Christmas period. The contents of this LTB have been discussed and agreed with Royal Mail HQ, National Asset Team, the Safety, Health & Environment Team and Head of Assets.

York Containers

Royal Mail have 850,000 (Mk1, Mk2 and Mk3) York Containers in circulation that will be in service during the Christmas peak period.

Royal Mail will be looking for Yorks to be filled with the maximum 7 layers of 4 trays (28 Max), wherever possible, subject to safe systems of work, weight constraints of the container and subsequently the vehicle weight limits on to which they will be loaded to comply with Safe Systems of Work and both Health and Safety and Road Traffic Act Legislation.

The introduction of White Sleeves has led to some changes to the way we handle and repair our Yorks – whether working with them in Delivery Offices, Mail **Centre's** or Hubs.

Please ensure that you are aware of the correct processes when it comes to nesting, handling and repairing our White Sleeve Yorks – and that you are reminding your teams to follow these.

York Containers – Use of Shrink-Wrap/Cling-Film

The existing agreed national policy remains as follows "There is no agreement whatsoever to use "Shrink-Wrap/Cling-Film" on York Containers under any circumstances. Also, Opsflash - CPC (2008) No 167 instructs all sites that have received new trays delivered on pallets and shrink wrapped to remove and dispose of the shrink wrap immediately. There are NO circumstances where the shrink-wrapping of Yorks is acceptable. This practice must not be allowed at any RM site.

RSCs Rigid Stackable Container

RSCs are not intended for BAU usage inside Mail Centres and Delivery Offices and are primarily for the Distribution Centres and Parcel Sorting Centres network. However, with a shortfall in Yorks, there may be circumstances which require flows on a contingency basis for the transfer

of workflows where there is sufficient space and where risk assessment and Safe Systems of Work requirements apply. In respect of workplace transport hazards from FLT's and crush hazards etc., specific Personal Protective Equipment (PPE) regulations requirements also apply in these work environments, e.g., high visibility clothing and protective footwear. RSCs may only be used in risk controlled working environments as per the Safe Systems of Work.

FSC Folding Stackable Containers

As Above.

Safe information is located on a plate on the side of the container.

MCs/DOs should not receive FSCs, however, if received they should be returned to the local RDC as soon as possible.

'A' Frame Roll Containers

As originally reported in LTBs 838/06 and 840/06, 12,000 supermarket type 'Roll Cage' Containers were introduced in 2006 by the Royal Mail Group Procurement Operational Equipment Team, manufactured by 'Palletower' and 'Cargo Pak'. They are intended for internal use (inside Offices) and for storage purposes only, in order to free up much needed York Containers.

Loose Loading of Mail Bags - Christmas 2024

Further to enquiries and concerns raised by Branches and Area Safety Reps in previous years regarding possible loose loading, Royal Mail has confirmed they will be taking a number of steps to ensure that loose loading of mail should only take place in exceptional circumstances, as a last resort due to container supply shortages.

If loose loading must occur, the Manual Handling/Loose Loading SSOW will be adhered to.

Clear instructions have been issued by Royal Mail HQ CPC that should any service which is normally containerised have to be loose loaded, then the dispatching unit must inform the receiving unit in advance so that they can provide any additional staff resources and working arrangements which may be necessary to ensure health and safety standards are maintained.

Plastic Letter Trays

Royal Mail has purchased 603,000 additional trays for 2024/5, these are already in production and will be delivered directly from suppliers during November and December.

Mail Bags

RM International MB4L Bags for Automation (Blue)

RM International use a larger blue bag for use within its Automation Streams known as the MB4L. These bags are not to be used in RM domestic postings and are designed for export only and only to be handled and used within RM International Sites.

New RM MB66 Bags for Automation (Yellow)

RM has a variation of the Parcel Sort Machine (PSM) known as the Solystic phase 2b within some of its Mail centers. These bags are to be used on the machine and the 11kg weight limits will remain. They are a slightly larger bag with a wider neck to allow greater parcel automation

efficiency of larger parcels. They should not be used on Drop Bag Fittings (DBFs) for manual sortation. They will be yellow in colour.

Amazon Gaylord Pallets

Amazon Gaylord pallets will once again be used on Parcel Hubs, Super Hubs and PSCs and some Inward Mail Centre traffic streams for Direct Injection traffic and approved flows. For agreed uses and safety information on Amazon Gaylord Pallets please reference attached SSoWs.

Repatriation of York Containers, Trays and Cardboard

To ensure sites are safe and clear throughout our busiest time of year with the largest volume of containers within the network, Delivery Offices are to ensure that Container repatriations regularly take place and are returned to the agreed locations. Repatriated Yorks should be fully **nested and consolidated in line with the York SSoW as well as being identified on the Office's Yard Risk Assessment**. This will ensure congestion and potential safety issues are avoided as well as ensuring Royal Mail can maintain York Container supplies to customers in order to deliver a good quality service.

Keeping yorks moving through peak is a business priority to meet customer demand. Failure to utilise York repatriation services to clear offices and any excessive buildup of York Containers within their respective Delivery Offices to container.reporting@royalmail.com including photos where possible, so that they can assist in site clearances and ensure safety and support for the operation and customer requirements.

Contingency Arrangements

Pallets – Transportation, Processing, Unloading and Stacking of Pallets

This year Royal Mail has again faced an increased requirement from bulk customers to accept and process palletised loads, including shrink/stretch wrapped palletised traffic and Cardboard Pallet Boxes from Amazon known as Gaylords. The SSoWs are in place to ensure sufficient up to date information and instruction is available to allow Offices and managers to control safety risks for the specific tasks and ensure the correct work methods are adopted and materials handling equipment is deployed for this increasing area of work to ensure it can be completed safely. The SSoW and associated, embedded SSoWs are attached. This includes the attached documents – Pallet Truck SSoW, DDT SSoW, Palletising of Trays SSoW, and Manual Handling SSoW.

Cardboard RSCs/Cardboard Euro Pallet Boxes/Amazon Gaylord Pallets/ Shrink Wrapped Pallets

As originally reported in LTB 632/05 these types of containers have been successfully utilised during successive Christmas peak periods since 2005 and were introduced to provide **contingency 'back-up' container assets as York Container use is maximised, as opposed to using Yorks and RSCs when in short supply so these are brought into service and used during the Christmas peak period mainly for customer use. These are used primarily in the RDC, PSC network, RM International BAU streams and used as a 'contingency measure' for when demand outstrips supply of Yorks and RSCs for agreed flows - as an alternative.**

These variant containers are folding, heavy-duty cardboard containers with the base fixed to a standard wooden Euro Pallet.

For 2024 RM has purchased and will deploy Euro Pallet Boxes during the Christmas peak period. This process/asset is available as a contingency back-up as an additional container type during the Christmas peak period and intended:

CWU 150 The Broadway, Wimbledon, London, SW19 1RX
email: info@cwu.org Tel: 020 8971 7200 Fax: 020 8971 7300
General Secretary: Dave Ward

 [@DaveWardGS](https://twitter.com/DaveWardGS)  [Dave Ward CWU](https://www.facebook.com/DaveWardCWU)

- **For use anywhere in Royal Mail's network and at large customer premises.**
- For storage of empty bags and trays to release RSCs into the network.
- For conveyance of Customer Parcel Returns.
- For conveyance of Customer Collections.
- For conveyance of parcels within the RM network (Parcel Hubs, MCs, PSCs & Customers).
- For use in RM International BAU flows.
- For conveyance of empty bags to customers.
- For empty bags, empty trays, and bags of mail.

CRSCs and Euro Pallet boxes are intended to be:

- A reusable container and serviceable for over 8 trips per usage.
- Used indoors and in the network, but NOT for external storage where they may get wet.
- Folded flat when being stored empty.

For agreed uses and safety information on CRSCs, Euro Pallet Boxes, Pallets and loads please reference attached SSoWs.

Operational Waste Management

Operational waste such as cardboard, shrink wrapping will increase over the Christmas peak period operation as we receive increased volumes of parcels and packets from our customers. The business-as-usual process for managing this within the operational sites remains unchanged with an uplift in collections by RMG waste providers in line with forecasted volumes. Additional site clearances can be requested should they be required through the RM PFS helpdesk. Details of the process have been attached with this LTB.

Contacts & Phone Numbers

Should Area Safety Representatives wish to discuss any issues or questions in relation to Container Control or Container Equipment, the following field managers can be contacted for all Royal Mail Container related issues:

National Team Contacts

National Head of Assets	Gary Yeo – 07872 636537
National Asset Supply Chain Manager	Julie Brown – 07553 379256
National Asset Operations Manager (All sites below)	Clare Smith – 07872 816461

Belfast, SDC, Edinburgh, Perth, Inverness Aberdeen, Warrington, Chester, NWDC, NWPSC Tyneside, Darlington, Preston, Chorley, Carlisle, Manchester, Stockport, Leeds, Bradford, York, YDC, Sheffield, Doncaster and Hull, Nottingham, NEPSC, East Midlands Airport, Crewe, Shrewsbury, HCN, NHCDC, Greenford, PRDC, Jubilee, Guilford and Woking, Derby, Coventry, Leicester, Peterborough, Cambridge, Norwich and Ipswich, Chelmsford, Southend, Medway, SEDC, Canterbury, Tonbridge, Croydon, Gatwick, London Central, South Warwick, Victoria, Romford, and Whitechapel

Container Manager International
Nalin Mandalia - 07715480197
HWDC and LAMU,

15. Health & Safety Processes

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email: info@cwu.org Tel: 020 8971 7200 Fax: 020 8971 7300
General Secretary: Dave Ward

 @DaveWardGS  Dave Ward CWU

From a Health and Safety point of view the CWU Health, Safety & Environment Department will continue our joint work with Gary Yeo RM National Asset Supply Chain Manager and Julie Brown RM National Supply Chain Manager along with the SHE (Safety, Health and Environment) Team and the RMPFS Property Safety and Compliance Team to monitor health and safety throughout the Christmas Operations.

Attachments:

- Manual Pallet Truck (MPT) SSOW v1.2
- York and Mini -York Safe System of Work v3.2
- Pallets SSOW v1.4
- Shrink-Wrapping Pallets SWI v1.0
- Cardboard Sleeve York Container Additional Requirements SSOW v1.1
- Transport of Yorks and RSCs SSOW v1.3
- Non-Wheeled Container SSOW v1.7
- Operating Double Deck Trailers v1.3
- Vehicle Load Plan - 95 Double Deck Trailer v 1.7
- Vehicle Load Plan - Single Lower Deck Trailer Load Plan v 1.5
- Waste Management process for cardboard, shrink wrap, pallets.
- Operation and Use of Knives SWI v1.0.doc
- Repair of Faulty Letter Trays, Yorks and Containers

Any enquiries in relation to this LTB should be addressed to:

Processing/Distribution: Davie Robertson, Assistant Secretary, email: jrodrigues@cwu.org; quoting reference LTB 375/24.

Deliveries/Collections: Tony Bouch, Assistant Secretary, email: pharacz@cwu.org; quoting reference LTB 375/24.

Yours sincerely

Davie Robertson
Assistant Secretary

Tony Bouch
Assistant Secretary

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ROYAL MAIL GROUP RISK MANAGEMENT

SAFE WORKING INSTRUCTIONS (Appendix 2)

SWI-Shrink-Wrapping_Pallets_v1.0

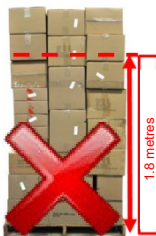
This SWI is to be read in conjunction with the Indoor Process Centre (RM Operations) SSOW

The purpose of these safe working instructions is to highlight appropriate safe work practices to minimise exposure to hazards and prevent harm to people. These safety instructions must be followed at all times. Your manager (in conjunction with your Workplace Safety Representative) will regularly review the implementation of the safety instructions to ensure they remain effective in your work area. If you want to comment on these safety instructions at any time, you should speak to your line manager.

Warning (Check for damage/defects)

- Check parcels are stacked safely and pallet suitable for onward transport i.e. no support block missing.
- Check the area around the pallet to be shrink-wrapped is free from trip hazards.

Prohibition (Do Not's)



- Do not attempt to shrink-wrap when pallets are placed too close to each other
- Do not shrink-wrap unstable loads (parcels should be interlocked so that each layer interlocks the one below, and thus preventing unstable columns of boxes)
- Do not shrink-wrap pallets over 1.8m (and avoid shrink-wrapping above head height).

Mandatory (Do's)



1. Always adopt correct manual handling techniques (do not over-reach);
2. Ensure parcels are stacked safely - stable and not overhanging the pallet;
3. Ensure the pallet is located in the designated pallet drop zone, and the area around the pallet is clear of obstruction;

4. Tuck the loose end of the shrink-wrap between the bottom and first layer of parcels at your chosen start point (or scrunch loose end into a "rope" and loosely tie around one of the pallet's supporting corner block);
5. Pull the roll of shrink-wrap tight and keeping it tight begin to walk around the pallet, pulling the shrink-wrap tight after every corner;
6. Fully overlap at the bottom of the pallet and stack of parcels by going around twice before rising up the stack and overlapping 20% of the edges on each subsequent rotation;
7. When the full height of parcels is reached, overlap each top corner before using the corner of a top box as a point to pierce the shrink-wrap and with a sharp tug, tear the roll clear of the pallet;
8. Rub the loose end of shrink-wrap down onto the pallet to adhere to the wrap already in place; and place the roll in a safe storage place.

Safety Actions


Report All near misses, unsafe loads, Unsafe Acts and Conditions to your line manager immediately.

Author:	Signed: Stuart Harrison	Date: 28/10/2020
Safety Authorisation: (As defined in Levels of Authority (Appendix 4))	Signed: James Cannon	Date: 28/10/2020
Local hazards:		

ROYAL MAIL GROUP RISK MANAGEMENT

SAFE SYSTEM OF WORK

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.

Task / Work Equipment Description	
Generic Task / Work Equipment (SSOW Title)	<p style="text-align: center;">RMG Operating Double Deck Trailers (DDT) (including Lifting Roof Trailers) SSOW</p> 
Associated Risk Assessment	Relevant Vehicle/Trailer SAC1
SSOW Version No	V1.3

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 (with Controls below in place)	
Deck malfunction Red Lockout light	Adequately Controlled	
Other Risk covered by relevant Task/Equipment Risk Assessment	Adequately Controlled	
Controls (Required to Achieve Risk Rating)		
Site Rules	Yard/Customer Risk Assessment	Access & Egress SSOW
Vehicle/Trailer Design/Maintenance	Driver Training/CPC	Vehicle Load Plans
PMT1 Defect Report Process	Driving SSOW	Manual Handling Training
Loading/Unloading Vehicles SSOW	PFW (Un)Loading SSOW	Dock Leveller Training
Transportation of York and RSCs SSOW	York SSOW	Palletised Loads (95 DDT Only) SSOW
Dock Control Systems (Key removal)	PPE Provision/Matrix	

INSTRUCTIONS

(How to carry out the task &/or use the work equipment safely - including the Don't and Do written instructions)

Prerequisites:

This safe system of work (SSoW) details the general principles/procedures to be followed to ensure safety risks are reduced to a minimum when **preparing** double deck trailers for (un)loading. The principles of (un)loading, access/egress to vehicles, and use of dock levellers are covered in the separate **Loading and Unloading Vehicles (Royal Mail Operations) SSoW** (in Parcelforce this is PFW's ONS-001 (Un)Loading SSoW) and must be referenced in conjunction with this SSoW when (un)loading double deck trailers.

- **ALWAYS** Look, Consider & Decide: **Look** for hazards,
Consider the risk
Decide what to do safely.

General Precautions:

- **Mandatory:** Promptly report all safety defects to a manager (or as per local site rules).
- **Mandatory:** Before deploying the dock leveller, ensure the trailer suspension is at a suitable height to enable safe (un)loading e.g. reduce the gradient where possible.
- **Mandatory:** Decks must not be operated unless free of personnel and equipment.
- **Mandatory:** When the Movable deck is raised, **check all four yellow deck locks**, or yellow flags where not directly visible, deployed **before accessing** the lower deck.
- **Mandatory:** The Toe guard (yellow flap) on the Movable deck must be stowed upright before raising the deck to its upper position.
- **Mandatory:** Both the Toe guard (yellow flap) of the Movable deck and dock leveller must be deployed before accessing the Movable deck in its lowered position.
- **Mandatory:** When the Movable Deck is raised (empty or loaded), the double deck trailer can only be moved when the Lower Deck is loaded.
- **Mandatory:** All decks must be loaded in accordance with the relevant DDT vehicle load plan.
- **Restriction:** Forklifts or any type of ride-on trucks **must not** be used on either deck.
- **Restriction:** No loose loads or RSCs on curtain-sided DDT (curtains must remain closed).
- **Warning:** When the Movable deck is in its upper position there is a limited head clearance under the deck of 188cm (6'2") and persons of 6'1" and over are not expected to work under the deck. One concept lifting roof DDT has a smaller head clearance (180cm, 5'11").
- **Reminder:** Ensure the trailer is not going to move during (un)loading. Adhere to site rules.
- **Reminder:** Ensure the trailer is level and secure to enable safe (un)loading.
- **Reminder:** If there is no power to the trailer inform a manager or bay control staff.
- **Reminder:** Ensure suitable equipment, such as a dock leveller, bridging plate, etc. is used to bridge the gap between the trailer and the loading bay/dock to ensure suitable and safe access and egress. Vehicle tail-lifts are prohibited from being used to bridging this gap.

Trailer Deck Configurations:

1. **Lower Position** – Movable deck in its lowest position is treated from a (un)loading perspective the same as a standard single deck trailer.
2. **Upper Position** – Movable deck locked in its upper position (the lower deck must be fully loaded before the trailer can be moved).
3. **Mid-Range Position (95 DDT only)** – Movable deck in the mid-raised position (loose loads).

GENERAL INFORMATION
(Anything specific to the task &/or work equipment)

Operating Panel Controls (located at nearside of the trailer shutter door):

White LED	○	Roof Raised ⁴
White LED	○	Deck Raised ⁴
Green LED	●	Deck Lock Nearside Front ⁴
Green LED	●	Deck Lock Offside Front ⁴
Green LED	●	Deck Lock Nearside Rear ⁴
Green LED	●	Deck Lock Offside Rear ⁴
Blue	●	Deck Raise ¹
Green	●	Deck Lower ¹
Yellow	●	Suspension Up ²
Black	●	Suspension Down ²
Red	●	Ride Height ²
White	○	Interior Spot Lights ³
White	○	Interior Lights ³
Red	●	Deck Consent ¹
Red/Green LED	●	Red = Roof Raised ⁴ Green = Roof at Travelling Height ⁴
White LED	○	Control Panel Lighting On/Off ⁴

Please Note:

- When raising the Movable Deck, you must depress the Deck Raise and Consent buttons until all 4 deck locks have engaged.
- There may be a delay, c.20 seconds, once the deck has been fully raised whilst the deck locks deploy.
- If the green deck lock lights are flashing this means deck locks are disabled – connect motive unit with side light on to operate.

Key

¹ To be used in conjunction with Deck Consent button

² Not fitted to all models

³ A combined, single button on some models

⁴ Lifting Roof Double Deck Trailers

Lifting Roof Double Deck Trailers (Designed to carry York containers only)

1. The driver is responsible for amending the in-cab height indicator before departure.
2. Once the trailer has been fully loaded; lower the Movable deck until it stops (this will lower the roof to its travelling height (4.5m/14' 10"). There is an amber warning light on the offside of the external bulkhead indicating if the roof has not lowered.
3. When accessing the trailer, the Movable deck will first need to be fully raised, lifting the trailer roof, deploying the deck locks and provide suitable head clearance for persons of a certain height
 - One [Cartwright] Concept trailer has a reduced height 5' 11" and bump caps are available when working under the raised movable deck.

Lowering/Accessing the Movable Deck:

1. If raised; ensure restraint straps and buckles are correctly stowed then fully lower the movable deck, deploying the toe guard at c.1m from the lower deck or mid-point.
2. (Mind the Gap: Do not step over the Gap between the trailer and dock).
3. With the deck lowered and toe guard deployed; if required adjust the trailer suspension and deploy the dock leveller so that it is adequately deployed onto the Movable deck. See local access/egress SSoW if not using a dock leveller.
4. Where fitted, open the deck gates so the movable deck can be accessed.



Raising the Movable Deck:

1. If loaded, to prevent damaging the trailer roof - ensure there are no items protruding above the yellow movable deck line or the red line if using York containers (see image above).
2. Close deck gates, where fitted, and ensure the deck is free of all personnel and equipment before withdrawing the Deck leveller.
Warning: Mind the Gap: Do not step over the Gap between the trailer and dock.
3. Raise the Movable deck, stowing the toe guard at c.1m or Mid-point, up to its upper position (above the Green line - as per image).
4. Before releasing the Deck Consent and Raise buttons, ensure all 4 yellow deck locks/flags have deployed, on some trailers the front two deck locks are located on the trailer headboard (on some newer models this is also indicated by labelled LEDs on the control panel).
5. Adjust the trailer suspension, if required and deploy the Dock leveller ensuring it is adequately on the lower deck. See local access/egress SSoW if not using a dock leveller.



Accessing the Lower Deck (when the Movable deck is raised):

1. Before accessing the lower deck: -
 - a. **Ensure all 4 deck locks/flags are deployed** (if not do not enter, prevent others from entering and inform a manager immediately); and
 - b. Ensure the Dock leveller is adequately deployed. If not using a dock leveller, see local access/egress SSoW.



PFW Critical Load Decision Line (PFW and loose loads only)

1. The Decision Line is for PFW's use in exceptional circumstances and acts as a prompt.
2. When the load reaches the Decision Line, the manager must decide if there is enough time / traffic available to fill the trailer and keep the trailer load balanced. If not, the load on the lower deck must be levelled to the 1m yellow load line. The Movable deck must then be lowered into the Mid-range position.

Please Note: When the Movable deck is in the Mid-range position, the trailer is safe for onward transportation even if the lower deck is partially loaded. **NB:** It is safe if lower deck is empty but in such case the trailer should be run as a single deck.



Driver Visual Checks (additional Double Deck Trailer specific checks):

1. Additional checks for a DDT above and beyond standard trailer/vehicle checks: –
 - a. Ram/Pump areas – check for external oil leaks (you are not required to open the equipment access doors);
 - b. General condition of both decks, lower deck and lower deck load securing strap points to be checked when the Moving deck is in the upper position;
 - c. Structural integrity (cracks) and damage of any kind;
 - d. Load securing straps, free from cuts and buckles in working order; and
 - e. Load securing straps stowed correctly and safely preventing trip hazards and damage to buckles.

Resetting Fuses (Drivers Only):

Warning: There is a risk of being struck by other vehicles when working down the offside of trailers, undertake a dynamic risk assessment (Look, Consider Decide) and ensure suitable controls are in place to prevent trailer/vehicle movements in adjacent bays/lanes (follow local rules).

1. The trailer fuse panel must only be accessed by the driver or a Vehicle Technician/Fitter.
2. Fuses should only be checked by the Driver if the Movable deck loses power or fails to operate correctly.
3. If a fuse requires repeatedly resetting, this should be reported as a fault via the PMT1 process. If this fault impacts, or is likely to impact, the operational pipeline, then inform a manager as CPC need to be notified.



Split Charge Indicators/Circuit Breaker LEDs (Drivers Only)

1. The earlier DDT model are fitted with two Red LED indicators, which are mounted on the front exterior bulkhead, these illuminate when the split charge Susie lead is fitted and the Motive Unit/ Shunt Motor engine is running to confirm that the trailer charge circuits are receiving power.
 - a. If the LEDs fail to illuminate, there is a risk that the onboard batteries won't be receiving a charge and will need workshop attention via the PMT1 defect process.
 - b. The green LED indicators above the split charge circuit breakers are illuminated when the circuits are connected and will go out if the circuit breaker has tripped out
2. The later versions are fitted with green LEDs instead: –
 - a. One denotes a feed from the Solar panels;
 - b. Whilst two illuminated green LEDs confirms a charge from the Motive unit
 - c. If neither are illuminated, they can be reset in the fuse panel (down the offside of the trailer) as detailed previously.



Additional Electrical Power (only if the Movable deck doesn't move on its own power):

1. If possible, always ask the Driver for the battery status (if <24V, auxiliary power required).
2. If the Driver/Shunter is present, request the Anderson lead is connected; otherwise: -
 - a. Disconnect 3 pin plug of the nearest power pack from the wall socket (power packs should always be plugged in when not being used);
 - b. Position near trailer and connect the Power Pack lead to the trailer and operate the deck (whilst connected); and
 - c. After use, disconnect the power pack from the trailer and plug back into the wall.



Pallets (limited to the 95DDT):

1. **Only the 95DDTs have been assessed to transport pallets.**
(Please Note: some decals on the inside of the 95DDT trailer may show no pallets.)
2. All loads must be loaded and secured in accordance with the 95DDT Vehicle Load Plan.



Load Sign-off

- The waybill is designed to ensure load and deck configurations are safe for onward transportation, therefore loads must be checked before confirming on the waybill.

COMPETENCY	
(Beyond the training received from this SSOW list any other training that is required)	
Training	Format (Course/Certificated/Qualification)
Manual Handling Training	Internal course delivered by local Workplace/Advanced Driver/PFW POPS Coach
RM Loading/Unloading Vehicles/PFW Un/loading) SSOW	N/A
RM York & Mini-York SSOW	N/A
Transportation of Pallets SSOW	N/A

PERSONAL PROTECTIVE EQUIPMENT		
(This PPE is to be provided & used, as specified, by people undertaking this task &/or using this work equipment)		
Item	Ordering details	Comments
<ul style="list-style-type: none"> As per local site rules: hi-vis and safety footwear mandatory. 		

SAFETY SIGNAGE		
(The below Safety Signage is to be displayed, as specified, in the workplace where this SSOW applies)		
Item	Ordering details	Comments
Specific vehicle load plan decal & safety decals (Prohibited/Safe MHE)	Contact Fleet - part of initial Trailer build (x4: two displayed internally on each deck located at the rear of the trailer).	

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 will be 'Adequately Controlled'.

SSOW Authorisation			
	Name	Signed	Date
Author	Stuart Harrison	<i>S Harrison</i>	01-Dec-2020
Safety Support (where applicable)	Paul Arandall, Karl Maginn, Richard Wiggins, Louise Surgay, Roy Crompton	Paul Arandall, Karl Maginn, Richard Wiggins, Louise Surgay, Roy Crompton	30/11/2020
I have authorised this SSOW for deployment			
Safety Authorisation: (As defined in Levels of Authority Appendix 4)	James Cannon	<i>J Cannon</i>	03/12/2020
Review and Amendments			
Version	Contributor	Signed (authorised)	Date
1.3	James Cannon	<i>J Cannon</i>	12/04/2021
On deployment in the Work Area a copy of the SSOW should be retained for reference			

SSOW LOCAL ARRANGEMENTS

SSOW Title	RMG Operating Double Deck Trailers (DDT) SSoW_v1.2
Region	Royal Mail Group
Unit (Where applicable to individual Unit)	All

(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. SHEMS Risk Matrix)	Control
<p>No localisation permitted – amendments to be approved by Author and SSoW updated accordingly.</p>		

LOCAL SIGN OFF	Signature	Date
Local Author	No Localisation permitted	
Safety Authorisation: (As defined in Levels of Authority set out in the Standard)	No Localisation permitted	

RMG Operating Double Deck Trailers (DDT) SSoW_v1.2 Key Learning Objectives		Coach/ Instructor's Initials
01	Prerequisites	
02	General Precautions	
03	Trailer Deck Configurations	
04	Confirming Raised Movable Deck Secure	
05	Double Deck (Un)loading (inc. Palletised Loads & Ride-on Trucks)	
06	PFW ONLY - Double Deck Critical Load Decision Line	
07	Double Deck Unloading Sequence	
08	Double Deck Operating Controls Panel	
09	Deploying/Stowing Upper Deck Toe Guard	
10	Load & Deck Configuration Sign-off	
11	Additional Electrical Power	
12	Practical Observation	
Trainee's Comments:		
Coach/Instructor's Comments:		
Employee being trained - I have completed a course of instruction and training in this system of work.		
Signature		Date
Print Name		
Coach / Instructor - I am trained and authorised to undertake this task. I have completed a course of instruction and observed the above trainee and satisfied that they can perform the task safely in accordance with this system of work.		
Signature		Date
Print Name		

Once completed - retain with Verification of Understanding in the individual's training records in line with RMG record retention schedule.

**RMG Operating Double Deck Trailers (DDT) SSoW_v1.2
Verification of Understanding**

Employee being trained:			
Signature		Date	
Print Name			
Please circle the correct answer(s)			Tick if correct
Question 1.	Prior to completing this SSoW, you must be trained and authorised for?		
Answer	a. Access / Egress to containers SSoW. b. Manual Handling and (Un)loading Containers SSoW. c. Vehicle Access / Egress SSoW.		
Question 2.	What must you do if there is no power to raise the Movable deck?		
Answer	a. Fill the unit with parcels/Yorks to the roof. b. Inform your manager. c. Fill as if a single deck trailer.		
Question 3.	When raising the Movable deck into the Upper position, before releasing the Deck Consent and Raise buttons you must ensure what?		
Answer	a. Ensure there is enough parcels/Yorks to go on the lower deck. b. Ensure the toe guard is stowed and all 4 deck flags/locks have deployed. c. Ensure that the lower deck lights work.		
Question 4.	When is it safe to enter the lower deck if the Movable deck is raised?		
Answer	a. As soon as there is space to move under the raised movable deck. b. When the manager / supervisor tells you it is safe. c. When the Movable deck is secured in place – 4 yellow flags/locks in place.		
Question 5.	PFW ONLY - The Movable deck is loaded and raise, and you don't have enough items to fully load the lower deck. How would you load the lower deck?		
Answer	a. As high as possible from the bulkhead, leaving the last half empty. b. 1 metre high (up to the yellow line). c. Up to the red line.		
Manager's Comments:			
Manager (Can only authorise individual who get 100%) – I authorise you to operate in accordance with this system of work and training provided. This completed record will be retained in your training records whilst you are in Royal Mail Group's employment plus 7 years.			
Signature		Date	
Print Name			

Once completed this Verification of Understanding, along with the Key Learning Objectives is to be retained in the Individual's training records in accordance with RMG record retention schedule – Duration of Employment + 7 years.



ROYAL MAIL GROUP RISK MANAGEMENT

SAFE SYSTEM OF WORK

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	Pallets SSOW
Associated Risk Assessment	Pallets and Cardboard RSC TRA
SSOW Version No	V1.4

Hazards & Risks	
Identified Hazards & Risks	Risk Rating (with controls below in place)
Crushing, impact/strike from moving pallets and MHE.	Tolerable
Injury/ strike from falling parcels, shifting contents, inadequately restrained loads	Tolerable
Injury from slips, trips and falls due to poor housekeeping, poor footwear, poor lighting, objects, obstructions etc.	Adequately Controlled
Musculoskeletal conditions from manual handling activity, bending and repetitive work.	Tolerable
Impact/strike from poor workstation layout, damaged equipment/poor lighting/abuse etc.	Adequately Controlled
Cuts, punctures and abrasions from cutting tools, sharps, damaged parcels or equipment	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)					
Unloading Palletised Mail Items SSOW (<i>this document</i>).	Loading Bay Design	National and Local SHE Comms.	SMAT/ Observation process.	Workplace Onsite Risk Assessment.	Workplace Inspections
Manual Handling SSOW	Bay Control systems	Non-Wheeled container SSOW	PPE Matrix.	Approved Footwear	Regular WTLL & Safety Committee
Loading & Unloading SSOW	OPG Dynamic Risk Assessment	Manual Handling Training	Equipment / MHE Training	OPG Induction	Workload Planning..
Occupational Health Support	Persons Specifically at Risk Assessment.	Site Rules..	Relevant vehicle load plans and strapping principles		

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, hazards and risks will vary depending on the circumstances. It is important, therefore, that everyone uses 'dynamic risk assessment' at all times in order to keep safe. To complete a Dynamic Risk Assessment:



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				
➤ All Risk Assessment outcomes and SSOW's / SWI's are communicated to staff	➤ Managers and other staff complete regular SMAT / Observations (see Standard 17.2).	➤ Palletised load specification		
Vehicles and Equipment				
➤ Only approved equipment which is in good working order to be used.	➤ Only trained and competent people to use materials handling equipment.	➤ Daily Equipment Checks to be completed.		
Height and Weight Limits				
➤ Combined weight 1000kg	➤ Height maximum 1.8m ➤ Bags 11kg	➤ Tray 10kg. ➤ RM Parcels 30kg. ➤ Strapped bundles 6.4kg	➤ Parcelforce Parcels 30 kg* (unless otherwise assessed).	Specific MHE weights
Personal				
➤ Manual handling technique.	➤ PPE – as per Matrices or specific risk.	➤ 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, 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. Local knowledge of specific customer parcel types, their weights and any potential handling difficulties should be complied and communicated within the site and specifically to any new or agency employees.

INSTRUCTIONS

General Do's and Don'ts

- **Only use MHE if you are trained and authorised to do so.**
- ✓ **Do** ensure that the load on the pallet is secure and is not likely to slip when being lifted and transported. Shrink wrapping may be used to maintain the load integrity.
- ✓ **Do** ensure in all cases that the floor is kept free of debris (broken pallet parts, waste shrink wrap etc.) and be aware of your surroundings.
- ✓ **Do** only operate in designated safe areas
- ✓ **Do** ensure local arrangements are followed for the removal of damaged pallets.
- ✓ **Do** report all hazards and incidents to your Manager.
- ✓ **Do** use the correct manual handling technique at all times.
- ✓ **Do** adhere to all site rules, signage, markings and instructions on site
- ✓ **Do** be aware of the edge of Loading Bays / Trailers and other working at height risks.
- ✓ **Do** wear high visibility clothing at all times and adhere to the PPE Matrix.
- ✓ **Do** make sure you are wearing the appropriate footwear and that it is in good condition at all times (including safety footwear where mandated)
- ✓ **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.
- ✓ **Be** aware of unstable loads and falling parcels
- ✓ **Do** use Royal mail scissors or a fish/safety knife for opening shrink wrap and a ceramic/safety knife for cutting cardboard.
- ✓ **Do not** use equipment including Hand Pallet Trucks and Fork Lift Trucks unless trained and authorised to do so and the equipment is in good condition.
- ✓ **Do not** load or move a pallet exceeding 1.8m
- ✓ **Do not** load or move a pallet that exceeds the safe working load
- ✓ **Do not** move a pallet with significant damage.

1) Before Use – Preparation / Checks

- | | |
|---|--|
| 1) PPE/Footwear.
2 Equipment checks e.g. MHE | 4) Hi-Viz.
5) Manager instructions, e.g. requirements for specific loads. |
|---|--|

• **The movement, loading, unloading, stacking and handling of pallets must only take place in an easily accessible designated safe area. Follow the Site Instructions.**

2) Loading/Unloading From Vehicles

[Refer also to the RMG Loading and Unloading SSOW](#)

- If any problems arise around these issues please seek advice from your Line Manager.
- Always ensure that Waste (pallets) contract vehicles are loaded as per contract AGREEMENTS
- 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 and 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)
- Check 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 PFW 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**

3) Manoeuvring/Transporting a Pallet

Refer to the relevant [MHE Training](#)

Refer also to the [Manual Pallet Truck SSOW](#)

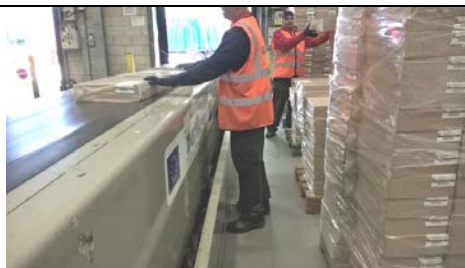
Refer also to the [RMG Indoor Process SSOW](#)

- 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 move a maximum of **two pallets** when using powered MHE as per training.
- Only move a maximum of **one pallet** when using a Manual Pallet Truck.
- 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.
- Look in the direction of travel. If the height of the load restricts the vision when transporting operate in reverse.
- Work in pairs where required to minimise manual handling.

4) Positioning Pallet

General:

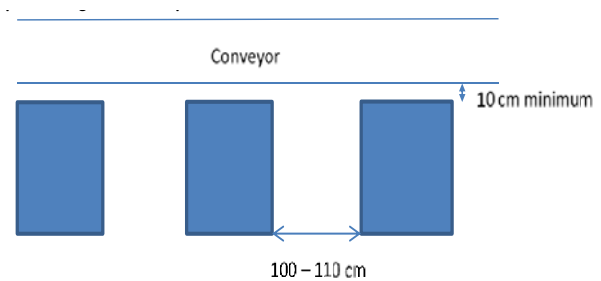
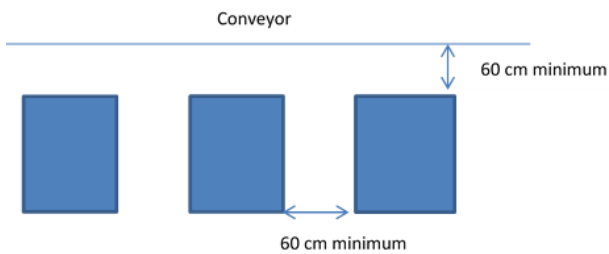
- Be aware of your surroundings and other people in the work area when using MHE.
- Position pallet to allow adequate space for all-round access and space to adopt good working postures, move and turn freely without twisting. Allow space to open any gates/flaps.
- For parcels that are to be transferred directly onto a conveyor the pallet can be placed close to the conveyor so that parcels can be slid/lifted directly onto the conveyor from the side.
- For dense loads e.g. strapped bundles or D2D Boxes, or very small parcels e.g. China Parcels use a pallet lifter or load the pallet onto a raised platform to reduce the bending for unloading.



Unloading between pallet and conveyor



Unloading from side of pallet



5) Opening/Cutting Load Restraints

See also [Operation and Use of Knives SWI](#)

- Report to your manager any unstable loads or loads that you think are too high to safely unload.
- Check the stability of the load before releasing restraints. Where practical remove any items that may fall before fully releasing any restraint or open the load in stages.
- If items are large or may be heavy speak to your manager and seek assistance before releasing any restraints.
- If it is not practical to remove unstable items and the load contains small, light items, release the restraints with care and stand back to avoid being hit by any falling objects. Warn other people in the immediate vicinity before releasing the restraints.
- Use a Fish safety knife to release strappex and cut shrink wrap.
- Use a ceramic retractable knife to cut cardboard.
- Dispose of all packaging appropriately and keep floor areas clear.

Fish Safety Knife for polythene and strappex



Ceramic blade knife for cardboard



6) Loading/Unloading Mail Items

Refer to [Manual Handling SSOW](#)

Refer also to [Non-Wheeled Container SSOW](#)

Refer to [Shrink Wrapping Pallets SWI](#)

General:

- 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 parcels 30kg, strapped bundles 6.4kg, mail bags (11kg), trays (10kg) and Yorks (250kg). (By exception Parcelforce carry heavier parcels, see specific controls) Break down bags/containers where required.
- Ensure the weight of the load is **evenly distributed** on the pallet and that they are **stacked neatly and aligned**.
- 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 .
- **When loading/unloading, increase/reduce the height of a pallet load and cardboard/wrapping progressively in order to access the mail. Do this a layer at a time.**
- Get to know your customers, the type of loads that they send and any problems associated with them.
- Report any breaches of the specification e.g. over height loads overweight parcels, badly stacked or inadequately restrained loads, inadequately packaged items that could cause injury



Dense boxes or bundles use a pallet lifter

When processing mail from a pallet into an RSC

- Utilise the facility of the gate front

Low dense loads e.g. D2D boxes, strapped bundles

- Position the pallet on a pallet lifter or a raised base before unloading to reduce the bending needed.
- Load/unload the pallet **in layers** using good **lifting techniques** and pulling items close before taking the full weight.

Small light parcels (*see also Non-Wheeled Container SSOW*)

- If the pallet box - for example a sleeved 1.8mm pallet (Gaylord) - is too high for you to reach to unload the top safely ask for assistance
- Lift several small parcels at a time to reduce the number of times you have to bend into the container
- Report any pallet boxes taller than 1.8m to your manager.
- Use a pallet lifter to raise the pallet as it empties to reduce bending
- Open/cut the pallet sides in stages to prevent spillage of the load.
- Unload from more than one side if necessary to reduce the reach.
- Lift the cardboard sidewalls off the pallet to remove the last items rather than bending over the sides.

Boxed stacked loads

- These loads often contain a wide range of different items so it is particularly important to **look for clues** of how heavy the items may be e.g. packaging, strapping, pictures or labels on the box, the type of things that the customer sends.
- **Test the weight** of all boxes before lifting and ask for help if you doubt your ability to lift a parcel safely on your own.
- **Pull items closer** before lifting.
- Be aware of boxes with contents that could shift
- Load/Unload the boxes **a layer at a time** to maintain the stability of the stack - **don't create 'pillars'** of boxes as it makes the load unstable.

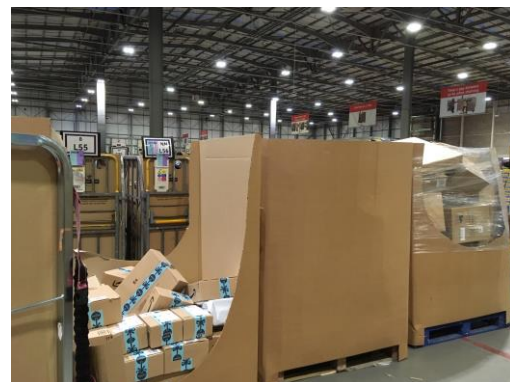
Loaded Trays

- Load in a formation of **10 TRAYS PER LAYER** and a maximum of **7 TRAYS HIGH**.
- When unloading take the **trays off one layer at a time, sliding them to the front** before taking the full weight. **Walk around the pallet** to reduce bending and stretching.
- Load the trays into the **stack formation** of 10 trays **one layer at a time**. **Slide them into place** and **walk around the pallet** to reduce bending.
- The trays must be **nested evenly** on top of each other to ensure **maximum stability**.
- The load must be **shrink-wrapped** from top to bottom with good **tension** and a minimum of **2 wraps at the bottom (including the pallet)** and **2 at the top**.

(See also to Shrink Wrapping Pallets SWI)



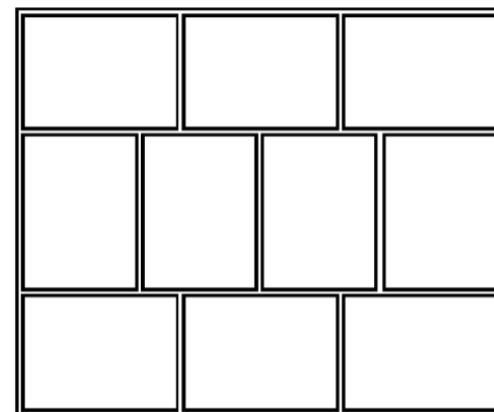
Small light parcels, unload several at a time



Open on more than one side to reduce reach



Boxed stacked loads with variable contents



Tray stack formation - RM Load



7) Storage and Stacking Empty Pallets

- Always wear gloves when handling pallets, be aware of damage or protruding nails.

Loaded Pallets:

- Loaded pallets are unsuitable for stacking and must always be stored **single stacked**.

Empty Pallets:

- Lift and stack pallets with **two people** working together or using MHE if available.
- Stack carefully and neatly so that the stack is perfectly up-right and level. Pallets must be stacked **according to size**.
- **Do not exceed 8 HIGH manually or if a Manual Pallet Truck is used. Do not move more than 12 HIGH** using MHE (no divisible load higher than the backrest). **Do not stack more than 18 HIGH** (good quality pallets).
- Separate out damaged pallets and place in designated area.
- Pallets can be lifted and moved over short distances by one person provided they are lifted to vertical by raising one side and then carried under the arm holding an intermediate slat.

[Adhere to the Vehicle Load Plan – Single/Lower Trailer when transporting.](#)

8) Person Specific Risks – Additional Instructions

[Refer to Persons specifically at-risk assessment and guidance](#)

- 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)
<ul style="list-style-type: none"> • RM Site Induction. • Materials Handling Equipment Training. • Manual Handling Training 	<ul style="list-style-type: none"> • Manager / Coach. • Success Factors. • Manual Handling in Royal Mail Operations (video and discussion)

Personal Protective Equipment (PPE)

Item	Ordering details	Comments
PPE standard and use as per the RMG PPE Matrices.	Uniform / Stores.	High Visibility and safety footwear in MHE area.

SSOW AUTHORISATION

	Name	Signed	Date
Author	Richard Wiggins; Paul Horne	<i>Richard Wiggins; Paul Horne</i>	10/11/20
Safety Support (where applicable)	James Cannon; Stuart Harrison; Corinne Parsons; Jay Dow; Jason Hilton; Mike Lewis	<i>James Cannon; Stuart Harrison; Corinne Parsons; Jay Dow; Jason Hilton; Mike Lewis</i>	10/11/20

I have authorised this SSOW for deployment

Safety Authorisation:	James Cannon	<i>James Cannon</i>	10/11/20
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REVIEW AND AMENDMENTS

Version	Name	Signed	Date
1.2	James Cannon	<i>J Cannon</i>	21/11/20
1.3	James Cannon	<i>J Cannon</i>	03/11/21
1.4	James Cannon	<i>J Cannon</i>	12/11/21

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)		



ROYAL MAIL GROUP RISK MANAGEMENT

SAFE WORKING INSTRUCTIONS (SWI)

Operation and Use of Knives (Fish Knife and Auto-retractable Knife)

The purpose of these safe working instructions is to highlight appropriate safe work practices to minimise exposure to hazards and prevent harm to people. These safety instructions must be followed at all times. Your manager (in conjunction with your Workplace Safety Representative) will regularly review the implementation of the safety instructions to ensure they remain effective in your work area. If you want to comment on these safety instructions at any time, you should speak to your line manager.

This SSOW should be read in conjunction with the RMG Indoor Process SSOW

Warning

- Only authorised knives can be used, sourced from the RM catalogue. These will either be a Fish Knife or a Auto-retractable Knife. No other types of knife are permitted unless specifically approved via a separate risk assessment.
- Only use a knife for its designated purpose - as identified in the approved knives and usage section below.
- Only trained individuals must use a knife for an operational task. This can be completed by a manager or a Workplace Coach.
- The relevant SSOW for the task must be followed.

Prohibition (Do Not's)



- Do not use defective or faulty knives. Do not attempt any kind of maintenance work or repair
- Do not carry knives in your pocket or with the blade exposed
- Do not use the knife whilst leaning, in an unstable position, or where the visibility is poor.

Mandatory (Do's)

- Do your manager of any medical condition or individual capability issue which may affect their ability to perform any task safely and correctly - including pregnancy, young persons
- Do complete a daily pre-use visual inspection.
- Do report all hazards, accidents and near miss incidents to your Manager.
- Do follow training, instructions and relevant SSOW at all times.
- Do ensure knives and spares blades are kept in a secure location when not in use
- Do dispose of used blades in designated containers e.g. a sharps box
- Do wear blue dot gloves if this assists with grip. Wear specific PPE if this is identified in the specific task risk assessment/SSOW or as a personal preference
- Do ensure sensible and sturdy shoes with good grip, tread and support are worn
- Do ensure enough working space to move freely to allow operation in a safe manner and safe distance from colleagues
- Do ensure a stable position and do not perform the task whilst leaning or without good visibility
- When using an auto-retractable knife, keep a thumb or finger on the slider in order to keep the blade exposed. Release the slider once the cutting action has been completed so that the blade retracts.
- Do cut away from the body where reasonably practical and keep the opposite hand clear of the blade.

Approved Knives and Usage

The knives below have been assessed for their safety and are specific to the tasks as listed. No other types of knives or tasks are permitted unless approved via a separate risk assessment:

Fish Knife	Auto-retractable Ceramic Knife
	
For use with polythene, shrink-wrap, bag ties and strappex	For use with cardboard

Author:	Signed: J Cannon	Date: 05/05/2021
Safety Support: (Where applicable)	Signed: P Simmons	Date: 05/05/2021
Safety Authorisation: (As defined in Levels of Authority (Appendix 4))	Signed: J Cannon	Date: 05/05/2021

Local hazards *(List any hazards (and any instructions additional to those above) specific to your workplace)*



ROYAL MAIL GROUP RISK MANAGEMENT

SAFE SYSTEM OF WORK

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.**

This document covers the following temporary stackable containers:

- **Cardboard RSC (CRSC).** A multi-use palletised cardboard container sized 1000mm X 1200mm
- **Euro Pallet Box (EPB).** A multi-use palletised cardboard container sized 800mm X 1200mm
- **Sleeved Pallet 1800mm (Gaylord)** A customer-specific multi-use cardboard container sized 800mm X 1200mm
- **Plastic Folding Stackable Container (PFSC (Magnum)).** A multi-use plastic container the sized 1000mm X 1200mm footprint.

Whilst in most cases the same controls are relevant, there are some differences as highlighted.

TEMPORARY CONTAINERS CAN CAUSE A RISK IN TERMS OF LACK OF FAMILIARISATION IN USE AND INCREASED RISKS THAN NORMAL PRACTICE. ALL INSTRUCTIONS AND CONTROLS MUST BE ADHERED TO AND SUPERVISION INCREASED ACCORDINGLY.

Generic Task / Work Equipment	Non-Wheeled Containers SSOW					
Associated Risk Assessment	CRSC/Boxes Ergonomic and Safety Assessment Pallets and Palletised Cardboard TRA					
SSOW Version No	1.7					
Hazards & Risks						
Identified Hazards & Risks					Risk Rating (with controls below in place)	
Crushing, impact/strike from moving Carboard RSCs and MHE.					Tolerable	
Injury/ strike from falling items, shifting contents, inadequately restrained loads					Tolerable	
Injury from slips, trips and falls due to poor housekeeping, poor footwear, poor lighting, objects, obstructions etc.					Adequately Controlled	
Musculoskeletal conditions from manual handling activity, bending and repetitive work.					Moderate (container/item dependent)	
Impact/strike from poor workstation layout, damaged equipment/poor lighting/abuse etc.					Adequately Controlled	
Cuts, punctures and abrasions from cardboard, sharps, damaged parcels or equipment					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)						
Cardboard RSC SSOW (<i>this document</i>).	Loading Bay Design	National and Local SHE Comms.	SMAT/ Observation process.	Workplace Onsite Risk Assessment.	Workplace Inspections	
Manual Handling SSOW	Bay Control systems	Non-Wheeled container SSOW	PPE Matrix.	Approved Footwear	Regular WTLL & Safety Committee	
Loading & Unloading SSOW	OPG Dynamic Risk Assessment	Manual Handling Training	Equipment / MHE Training	OPG Induction	Workload Planning..	
Occupational Health Support	Persons Specifically at Risk Assessment.		Site Rules..	Relevant vehicle load plans and strapping principles.		

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, hazards and risks will vary depending on the circumstances. It is important, therefore, that everyone uses 'dynamic risk assessment' at all times in order to keep safe. To complete a Dynamic Risk Assessment:

Look for Hazards

Consider the Risk

Decide What to do Safely

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				
➤ All Risk Assessment outcomes and SSOW's / SWI's are communicated to staff	➤ Managers and other staff complete regular SMAT / Observations (see Standard 17.2).	➤ Cardboard RSC approved specification		
Vehicles and Equipment				
➤ Only approved equipment which is in good working order to be used.	➤ Only trained and competent people to use materials handling equipment.	➤ Daily Equipment Checks to be completed.		
Height and Weight Limits				
➤ CRSC/EPB Combined weight: 500kg	➤ PFSC (MAGNUM) combined weight 500kg	➤ Stackable Parcel Mail 11 kg	➤ RM Small parcels 7.5kg	➤ Bags 11kg ➤ Strapped bundles 6.4 kg
Person				
➤ Manual handling technique.	➤ PPE – as per Matrices or specific risk.	➤ 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, 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. Local knowledge of specific customer parcel types, their weights and any potential handling difficulties should be complied and communicated within the site and specifically to any new or agency employees.

INSTRUCTIONS

General Do's and Don'ts

- **Only use MHE if you are trained and authorised to do so.**
 - ✓ Do report all hazards and incidents to your Manager.
 - ✓ Do ensure that the load on the container is secure and is not likely to slip when being lifted and transported.
 - ✓ Do ensure all **damaged or faulty** containers are **removed from use**.
 - ✓ Do adhere to the stack heights when moving/storing CRSC/EPBs.
 - ✓ Do only operate in designated safe areas
 - ✓ Do adhere to the weight limits and content permitted mail/container types
 - ✓ Do ensure in all cases that the floor is kept free of debris (broken pallet parts, cardboard etc.) and be aware of your surroundings.
 - ✓ Do wear high visibility clothing at all times and adhere to the PPE Matrix.
 - ✓ Do make sure you are wearing the appropriate footwear and that it is in good condition at all times (including safety footwear where mandated)
 - ✓ Do ensure local arrangements are followed for the removal of CRSC/EPBs.
 - ✓ Do use the correct manual handling technique at all times.
 - ✓ Do adhere to all site rules, signage, markings and instructions on site
 - ✓ Do be aware of the edge of Loading Bays/Trailers and other working at height risks.
 - ✓ 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.
 - ✓ Be aware of unstable loads and falling parcels
 - ✓ Do not use equipment including Hand Pallet Trucks and Fork Lift Trucks unless trained and authorised to do so and the equipment is in good condition.
 - ✓ Do not load or move a pallet that exceeds the safe working load
 - ✓ Do not load or move a containers with significant damage.

1) Temporary Stackable Container Use (CRSC/EPB/PFSC (MAGNUM))

Use:

- Temporary containers can cause a risk in terms of **lack of familiarisation** in use and **higher risks** than normal practice. **All instructions and controls MUST be adhered to and supervision increased accordingly.**

Item	Cardboard RSC	Euro Pallet Box	Gaylord	PFSC (Magnum)
Stacked parcels/items	Yes	Yes	Yes	Yes
Loose/un-stackable parcels/items	No	Yes	Yes	Yes *ergonomic risk warning*
Strapped bundles	No	No	No	Yes *ergonomic risk warning*
Bags of mail/parcels	Yes	Yes	Yes	Yes
Empty bags	Yes	Yes	Yes	Yes
Empty trays	Yes	Yes	Yes	Yes
Loaded Trays	No	No	No	No
Large, heavy items (>30kg)	No	No	No	No

- They are to be moved using a Forklift/Pallet Lifter, Powered or Manual Pallet Truck.
- Use in a designated 'dry' area free from hazards and protected from the wet.

- May be secured and moved by vehicle.
- Transport and transfer equipment must meet the receiving customer's safety requirements.

2) Before Use – Preparation / Checks

- | | |
|------------------------------|--|
| 1) PPE/Footwear. | 4) Hi-Viz. |
| 2) Container damage | 5) Manager instructions, e.g. requirements for specific loads. |
| 3) Equipment checks e.g. MHE | |

- The following table shows the level of damage where containers can and cannot be used:

Use	CRSC/EPB/Gaylord	PFSC (Magnum)
Cannot be used	<ul style="list-style-type: none"> • Water damaged / wet cardboard. • Tears greater than 25% / 1/4 of the length of any one side or along any seam. • Tears in 2 adjoining corners of the tray or lid. • Staples in the seam undone with exposed points. • Broken Pallet Base such that the wooden planks are broken or the corner blocks are damaged such that they would not support a load. 	<ul style="list-style-type: none"> • Damage affecting structural integrity of sides/base • If the sides/gates do not connect into place
Can possibly be used – judgement required(if any doubts do not use)	<ul style="list-style-type: none"> • Small holes in the side walls, for example made by the fork lift • Small tears, i.e. less than 25% / quarter of the length of any one side or along any seam. • One tear in the corner of the tray or lid. 	<ul style="list-style-type: none"> • Minor damage not affecting structural integrity or the ability for the sides/gates to lock in place

- Any damaged containers must be reported and the damaged part (i.e. the lid, sleeve or tray) marked with a cross from a thick marker pen. In the case of CRSCs/EPBs only the damaged part needs be marked as the undamaged parts may be used as spares.
- If damaged and unusable the containers should be placed in a designated area for repair / recycling.
- **The assembly, movement, loading, unloading and stacking of containers must only take place in an easily accessible designated safe area. Follow the Site Instructions.**

3) Set-up/fold down of Containers

CRSC/EPB:

- Set-up:
 - Place the lid safely to one side where it will not cause an obstruction, e.g. leaning against the back of the CRSC/EPBs.
 - The sleeved walls are folded within the base (one item), To install lift out and place upright and open out so that it is touching the inside of the base.
 - The cardboard gate has 2 folds, the cardboard gate MUST be folded inwards initially, this will crease the lower fold. The second crease should then be folded. Care must be taken to ensure the folds are fully creased before the gate may be used correctly.
 - Fold the gate down so that the end is tucked between the Base Tray and the Sleeve wall. The gate should remain in place.
- Fold down:
 - The lid should have been removed during loading of the container.
 - Reposition the gate so that it is vertical
 - Push the sleeve wall creases on the side into the centre to fold into a flat pack.
 - Place in the base with the lid on the top, ensuring the lid side overlap the base sides and contain the sleeve walls.



Gaylord:

- Fold-down:
 - When all items have been removed, the Gaylord should be folded and placed on top of a pallet
 - The pallet should then be removed by MHE or a 2 person lift

PFSC (Magnum):

- Set-up:
 - Unfold and upright wide non-gated side;
 - Next, upright the wide gated-side and using the external gate catches, squeeze them towards the middle of the side and open gate;
 - Then via the open wide gate, keeping fingers clear, upright and click then narrow non-gated side into place (rattle the narrow side to confirm the side is correctly located and locked in place; and
 - Leave the narrow-gated side folded down to facilitate access into the container.
- Fold-down:
 - The narrow-gated side should have already be folded down as part of the unloading the items in the container. If not fold down the narrow-gated side first.
 - Fold down the narrow-non-gated side;
 - Fold down the wide-gated side; then
 - Fold down the wide non-gated side.



4) Loading Items to Containers

General:

- Position the items to be loaded close to the container. Loose bags etc should not be carried more than a short distance to be placed in the container.
- Adhere to **manual handling principles** at all times.
- When manually filling the container they must be arranged one deep to ensure access.
- **DO NOT** load the container above the **height** of the sides or above the **weight** limit.
- Ensure there are no loose items protruding between the Lid, Gate, Sleeve or Base Tray, (tuck in any loose ends).
- Load items from the Gate end(s).
- Ensure there are no loose items protruding between the Lid, Gate, Sleeve or Base Tray, (tuck in any loose ends).
- Complete the load through the gate using good handling techniques, **a layer at a time**, put parcels down on the edge and slide them into place rather than stretching to the back.

CRSC/EPBs:

- The CRSC/EPBs may only be used if it is to be at least half filled (i.e. up to the lower gate fold) before it may have the lid fitted and moved/stacked.
- Load items initially inside against the front and then the inside corners of the CRSC/EPBs to help maintain the shape of the container and to keep the gate tucked into the tray.
- Ensure the load is even and the sleeve stays firmly in place whilst loading. Place the lid securely on the sleeve once full ensuring the gate is folded and retained inside the lid. The lid is not a tight fit as it is designed to go over the base tray, so will appear loose.
- Ensure the sleeve is still correctly seated in the base.

PFSC (Magnum)s:

- **Task rotation must take place every hour whilst loading/unloading PFSC (Magnum)s.**
- **Load a layer at a time to ensure stability. Where required for larger/heavier parcels and strapped bundles step into the container using a stable base to load the far corners (see steps below). Always stack where possible.**

Loose/un-stackable parcels/items:

- Loose items can only be loaded into Euro Pallet Boxes (EPBs) and PFSC (Magnum)s. They cannot be loaded into CRSCs.
- Parcels can be loaded in over the top of an EPB/PFSC (Magnum) either by machine or by hand.

Stacked parcels/items and Strapped bundles:

- CRSCs and EPB
 - Begin loading without the sleeve in place. Leave a small gap around the side to allow space for the sleeve. When the stack has been built up to 1/3 – 1/2 of the height of the container put the sleeve over the load.
 - CRSCs and EPBs **cannot be used** for strapped bundles.
- PFSC (Magnum):
 - With the narrow-gated side remaining folded down, the operator should step into the container and commence stacking bundles against the opposite narrow side, stockpiling bundles as high as safely possible so they do not topple and no more than one above the top of the Plastic FSC;
 - Then via the open wide gate, keeping fingers clear, upright and click then narrow-gated side into place (rattle the narrow side to confirm the side is correctly located and locked in place);
 - Using **three points of contact** step through the open wide gate and get into the container, this can be slippery particularly if footwear is wet;
 - Move some stockpiled bundles, **no more than half**, from against the narrow side around the inside edge of the wide non-gated and narrow-gated side (leaving the wide gated inside edge free to step into again) and build the bundles up to the underside of the narrow-gated hinge;
 - Again, using three points of contact step out the container via the wide gate, open the narrow gate and commence stockpiling against the inside of the narrow-gated side, closing the narrow gate will allow a higher stockpile;
 - Via the open wide gate, step into the container, and using the stockpiled bundles on the inside of the narrow gate start to level up the piles and the remaining area around your foot (keep a space for your foot);
 - Top up the stockpile on the inside of the narrow gate (if required open the gate), and any piles around the containers inside edge so long as these piles near the top of the container to prevent poor posture;
 - Again, via the open wide gate step into the container and level up the piles;
 - Step out of the container and again via the open gate fill the remaining [foot] space and continue to level up the pile, closing the gate when required, and fill the container until the full – bundles must not protrude above the bevelling around the top of the container as this prevent damage to bundles and allows other containers to be safely stacked on top.

Mail bags (full and empty):

- Ensure that they are placed carefully inside the container (especially when starting to fill) and ensure that the container is not so full that force is required to close the gate. Ensure they are folded flat.

Empty trays:

- Only empty trays should be loaded to the containers. Trays must be loaded so that they remain below the edge of the container.

Mail Bags (loaded and empty):

- Ensure that they are placed carefully inside the container (especially when starting to fill) and ensure that the container is not so full that force is required to close the gate.

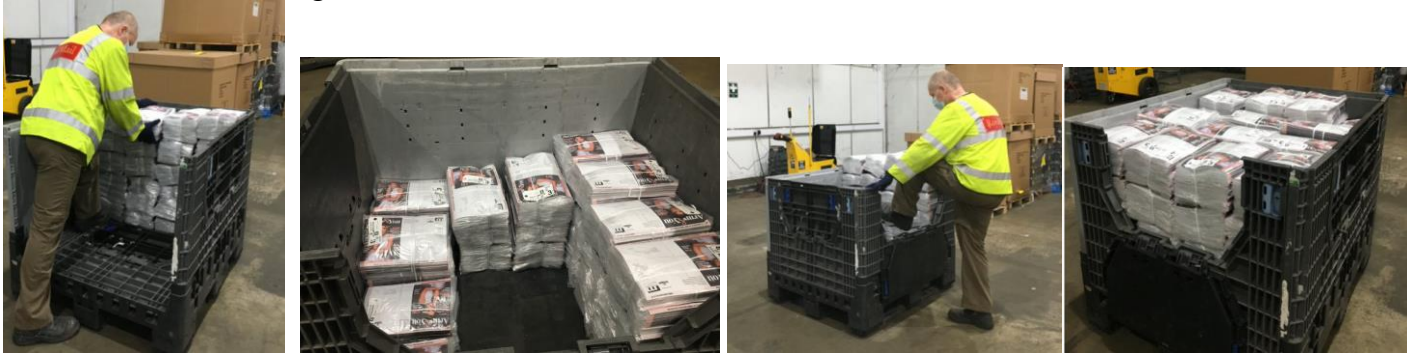
Trays:

- Only empty trays should be loaded to the CRSC/EPB/PFSC (Magnum)s. Trays must be loaded so that they remain below the edge of the container.

CRSC/EPB loading:



PFSC (Magnum) loading:



5) Unloading Items from Containers

General:

- Place the container where it is required for unloading using MHE. This should be on a flat surface.
- Adhere to manual handling principles at all times.
- The contents of the container may have moved in transit and may be pressed against the gate. For this reason the gate should be held whilst the lid is lifted to check the contents. If the contents are pressing against the gate, push the lid back and remove any shifted contents if possible. If necessary ask for assistance and stand to side when opening on case of items falling out.

CRSCs/EPBs:

- Lower the gate and tuck it into the base.
- Empty the CRSC/EPBs, removing the contents via the Gate end. Place the lid somewhere safely out of the way.
- Take care not to lean on/against the sides as these will become more unstable as the load is removed and may fold.
- Once empty, fold the empty sleeve and store inside the Base Tray, place the lid back on top. Ensure the pallet is removed and stored safely.

Gaylords: (See also Pallets SSOW and the Operation & Use of Knives SWI)

- Position no more than two containers adjacent to each other allowing enough space between each for persons to process mail safely.
- Remove items from the top of the container using good manual handling technique.
- Using your RMG-approved safety knife cut through any shrink wrap and cut a semi circle shape down to the required height to enable you to remove more items. **Keep your non-cutting hand clear at all times.**
- Be aware that the contents can become unstable as you open up the cardboard.
- If needed increase the depth of the circle to enable lifting of the items on the base of the pallet.
- To enable safe access to all items move to the opposite side of the container and repeat the process for cutting the container to required level – do not step inside the container.

PFSC (Magnum)s:

- **Task rotation must take place every hour whilst loading/unloading PFSC (Magnum)s.**
- **Unload a layer at a time to ensure stability. Where required for larger/heavier items, or those that cannot be easily reached, step into the container using a stable base to unload from the far corners (see steps below).**

Loose/un-stackable parcels:

- Loose items can only be loaded into EPBs and PFSC (Magnums)s. They cannot be loaded into CRSCs.
- Remove items from the gate by reaching over the top of the container. Complete the load through the gate using good handling techniques,
- CRSC/EPB:
 - Once reach becomes more awkward **lift the sleeve** off the container with care to minimise any spillage of parcels. Clear the remaining parcels, moving round the pallet to the closest point rather than stretching across it.
- PFSC (Magnum):
 - Unload from the top and front of the container. When the items become difficult to reach, clear a space near the gate and **step inside** and move items to the other gate or alternative container (e.g. sleeved York for small parcels).

Stacked parcels/items and Strapped bundles:

- CRSC/EPB:
 - Unload the top layers through the gate until it becomes difficult to access.
 - **Remove the sleeve** and unload the remaining parcels. Move to the closest point before lifting items rather than stretching over the pallet.
- PFSC (Magnum)s:
 - If the container is full remove the top layer from outside the container;
 - Open the gates and where easily accessible remove the next few layers, the remaining piles in the “far” corner where the non-gated sides meet should be left until a foot place can be made;
 - Remove a pile nearest the wide gate to create a foot space;
 - Close the narrow gate and via the open wide gate put one foot into the space created in the container;
 - Start to move layers and stockpile against the closed narrow gate, step out of the container and from the narrow-gated side (open the gate when necessary);
 - Continue to do this until the piles in the middle are removed and the narrow sides are down half-way, then using three point of contact step into the container and start stockpiling the bundles against the narrow non-gated side;
 - Once only the stockpile on the narrow non-gated side remain, step out of the container, close both gates and fold down the narrow-gated side and unload the stockpiled bundles from against the narrow non-gated side.

CRSC/EPB unloading:



Gaylord Unloading:



PFSC (Magnum) unloading:



6) Manoeuvring/transporting a Containers

Refer to the relevant MHE Training

Refer also to the Manual Pallet Truck SSOW

Refer also to the RMG Indoor Process SSOW

- Only use MHE if you are trained and authorised to do so. Unless positioning always move using a Lift Truck, Powered Pallet Truck or Manual Pallet Truck (MPT).
- Pallet bases should be moved into place by MHE whenever possible. Gloves should be used if handling the pallet base. PFSC (Magnum)s must always be moved/positioned by MHE.
- The maximum stacks when moving are:

	CRSC/EPB	Gaylord	PFSC (Magnum)
Assembled and moved with MHE	2 High	1	2 High
Assembled and moved with MPT	1 High	1	1 High
Empty/folded flat and moved with MHE	8 High	N/A	5 High
Empty and folded flat moved with MPT	6 High (2 people)	N/A	4 High (4people)
Empty and made up	N/A	1	N/A

- Empty CRSC/EPBs must be folded and stored and not moved whilst assembled. EPBs must only be used a **maximum of 8 times**.
- Gaylords are a **single use** container and must be folded and baled/recycled.
- Check there are no loose items protruding from the CRSC/EPBs and secure any loose ends.
- Check the load does not roll easily.
- Check there is enough room to manoeuvre and site controls are adhered to.
- An empty CRSC/EPBs may be positioned by 2 people. The lid and sleeve should be removed before moving the pallet base. Lift carefully from the base whilst adhering to manual handling techniques. Do not lift above waist height.
- Prior to lifting, CHECK that there are no loose items which may be caught in the lifting gear of a fork lift.
- Because of the light weight of the CRSC/EPBs, extra care must be taken to move slowly and smoothly so that the CRSC/EPBs does not spill from the forks.

7) Storage

- Store in dry conditions only.
- Containers may be stored as follows unless local conditions prevent this.

	CRSC/EPB	PFSC (Magnum)
Assembled and loaded with empty bags and empty trays.:	3 High	4 High
Assembled and loaded with mail.:	2 High	4 High
Delivered new and unused (flat)	10 High	6 High
Empty and folded flat	8 High	6 High
Empty and folded flat manual lifting	6 High (2 people lifting)	4 High (4 people lifting)

- If in doubt of the contents **ONLY** stack 2 high.
- Empty containers **MUST** be folded flat and stored stacked.
- When stored / stacked a gap between the pallet and the next adjacent container must be left in order to avoid forks snagging other stacks.
- If all truck on site has 1000mm long forks, a clearance of 100mm (4 inches) is required.
- If any truck on site has 1150mm long forks, a clearance of 200mm (8 inches) is required.

Manual stacking/unstacking of folded containers.

- PFSC (Magnum)
 - Due to their weight (75kg) folded PFSC must be stacked using MHE whenever it is available
 - If there is no MHE on site folded PFSC can be stacked or unstacked up to **4 high** with **4 people lifting**
 - One person should take control and on command all should lift from the edge/corner spread evenly round the container using good lifting technique.
 - All people lifting should be well and injury free, should not be a young person or pregnant or otherwise specifically at risk from manual handling.

Stacking PFSC (Magnums) manually



- CRSC/EPB
 - Pallets can be stacked up to **6 high** by two people.
 - The pallet base should be lifted without the sleeve or lid in place and these should be added once the pallet base is on the stack
 - One person should take control and on command both should lift from opposite sides
 - Both people must wear **masks/face coverings** and must not be clinically vulnerable to COVID-19

8) Use on Vehicle

[Refer to the Transportation of Yorks and RSCs SSOW](#)

- **Refer to Vehicle Load Plans and strapping principles**

9) Person Specific Risks – Additional Instructions

[Refer to Persons specifically at-risk assessment and guidance](#)

- 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. • Materials Handling Equipment Training. • Manual Handling Training 	<ul style="list-style-type: none"> • DO Manager / Coach. • Success Factors. • Manual Handling in Royal Mail Operations (video and discussion)

Personal Protective Equipment (PPE)

Item	Ordering details	Comments
PPE standard and use as per the RMG PPE Matrices. Safety Footwear in area of MHE	Uniform / Stores.	As per PPE Matrix

SSOW Authorisation

	Name	Signed	Date
Author	James Cannon	<i>James Cannon</i>	10/11/20
Safety Support	Mike Lewis; Stuart Harrison; Corinne Parsons; Jay Dow, Jason Hilton; Jonathan Barrington; Paul Arrandall	<i>Mike Lewis; Stuart Harrison; Corinne Parsons; Jay Dow, Jason Hilton; Jonathan Barrington; Paul Arrandall</i>	10/11/20

I have authorised this SSOW for deployment

Authorisation:	James Cannon	<i>James Cannon</i>	10/11/20
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Review and Amendments

Version	Name	Signed	Date
1.2	Corinne Parsons; Jonathan Barrington; Stuart Harrison	<i>James Cannon</i>	18/11/20
1.3	Stuart Harrison, Corinne Parsons, James Cannon	<i>James Cannon</i>	25/11/20
1.4	Corinne Parsons, James Cannon	<i>James Cannon</i>	11/12/20
1.5	James Cannon	<i>James Cannon</i>	03/11/21
1.6	James Cannon	<i>James Cannon</i>	12/11/21
1.7	James Cannon	<i>James Cannon</i>	15/11/21

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)		

ROYAL MAIL GROUP RISK MANAGEMENT

SAFE SYSTEM OF WORK

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.

Task / Work Equipment Description		
Generic Task / Work Equipment (SSOW Title)	Using a Manual Pallet Truck (MPT) Also known as a Hand Pallet Truck (HPT) or Pump Truck 	
Associated Risk Assessment	Using a Manual Pallet Truck RA	
SSOW Version No	V1.1	
WHAT RISKS ARE CONTROLLED BY THIS SAFE SYSTEM OF WORK		
Identified Risk	Risk Rating (with Controls below in place)	
Handling related injuries from use by unauthorised/untrained operators	Adequately Controlled	
Handling, struck by related injuries from use of damaged/faulty equipment	Adequately Controlled	
Collisions with people/vehicles, falls and handling injuries from loading/unloading	Adequately Controlled	
Falls when unloading/loading at height (using a tail-lift or from ground level)	Tolerable	
Impact from falling load	Adequately Controlled	
Falls when loading/unloading at height (using a dock leveller)	Adequately Controlled	
CONTROLS (Required to Achieve Risk Rating)		
MPT via approved Royal Mail Assets	MPT fitted with manual brake	Equipment Rated Capacity
Maintained and serviced by approved supplier	Pre- User Checks	Business defect reporting policy PMT1
Single stacked Containers	Managerial Material Handling Equipment (MHE) Supervision	Manual Handling Training
Dynamic Assessment	Loading & Unloading SSOW	Site/Yard Rules
Tail-lift SSOW	Vehicle Load Plans	SMAT/Observation Process
Transportation, Processing, Unloading & Stacking of Pallets	Manual Handling SSOW	

INSTRUCTIONS

Prerequisites:

- This safe system of work (SSoW) details the key principles/procedures to be followed to ensure safety risks are reduced to a minimum when **using** manual/hand pallet trucks (MPT), of which all users must be trained and authorised prior to use.
- This SSoW must be used in conjunction with other SSoW, as mentioned in the previous Controls section, e.g. Loading & Unloading SSoW. Pallets SSoW; Manual Handling SSoW etc

Dynamic assessment is essential when undertaking this task, **ALWAYS** Look, Consider & Decide:

Look for Hazards

Consider the Risk

Decide What to do Safely

General Precautions:

- **Mandatory:** Only **trained and authorised** operators to use MPT
- **Mandatory:** Prior to use complete a pre-use and functional check of the MPT
- **Mandatory:** Promptly report all safety defects to a manager and only use if maintained within date
- **Mandatory:** Familiarise yourself with the MPT prior to use as models vary (some have brakes)
- **Mandatory:** Only move a **single pallet** when using an MPT
- **Mandatory:** Only operate in the area on site approved for use – follow **Site Rules**
- **Mandatory:** Before moving, check the load is secure, stable and suitable for moving by MPT
- **Mandatory:** Consider the working environment as part of your dynamic assessment i.e. gradients, safe working loads (SWL) of equipment, leading edges, etc.
- **Mandatory:** Operate a speed suited to the general working conditions and environment
- **Mandatory:** Ensure enough space to manoeuvre safely and free from debris/obstruction
- **Mandatory:** Look in the direction of travel and remain in control of MPT (braked on tail-lifts)
- **Mandatory:** Ensure the forks are centrally located in relation to load/container
- **Mandatory:** Ensure a stable base and pump the handle with two hands to raise the load
- **Mandatory:** Keep forks as **low as practical** i.e. enough to provide ground clearance
- **Mandatory:** On gradients, ensure MPT has a brake and forks face downhill
- **Mandatory:** If using a tail-lift always use roll stops (or equivalent) to prevent load shift or falls
- **Mandatory:** If the required task cannot be completed safely contact your manager
- **Mandatory:** Wear safety footwear at all times and adhere to RMG PPE Matrix
- **Mandatory:** Do not attempt any kind of maintenance work or repair
- **Restriction:** Do not transport people, run or ride on MPT
- **Restriction:** Do not use mobiles when using MPT or other equipment
- **Restriction:** Do not exceed the safe work load (SWL) of equipment (MPT, tail-lift etc.)
- **Restriction:** Do not turn MPT when on a gradient, only go straight up or down gradients
- **Restriction:** Do not leave MPT on gradients, return to designated area when not in use
- **Reminder:** MPT are generally intended for use on smooth, level and solid surfaces
- **Reminder:** Avoid distractions, concentrate on the task in hand and only one task at a time
- **Care Point:** Ensure footwear is in good condition to prevent slips and trips.

Managerial Responsibility:

1. **Trained & Authorised** – Ensure users are trained and authorised in this MPT SSoW.
2. **Pre-Use Checks** – Ensure users undertake visual and functional checks prior to use.
3. **Familiarisation** – Ensure operators familiarise themselves with the MPT prior to use (models vary).
4. **Defect Reporting** – Ensure an effective process is in place for reporting, recording and removing defective equipment from service.
5. **Managerial Training** – Ensure all relevant operational managers are trained in this MPT SSoW in order that they can supervise effectively.

GENERAL INFORMATION

User Pre-Use Checks (This includes functional checks and if required familiarisation)

1. **Handle:** Visual check - obvious damage/distortion

5. **Brake:** Functional check - brake operation by pushing MPT with brake fully applied

2. **Steering Bar:** Functional check - bar returns to vertical position after use

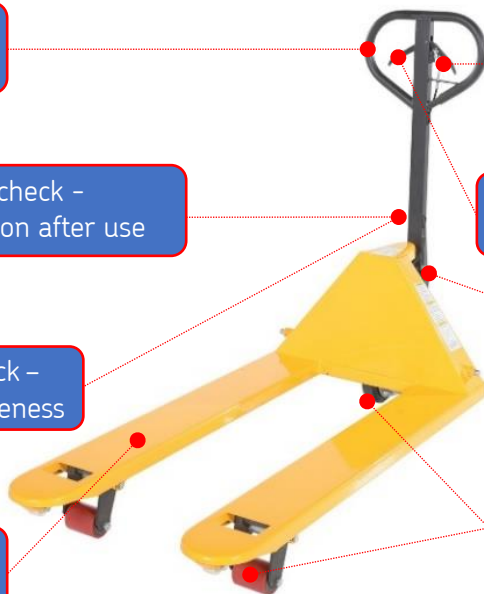
6. **Hydraulics/controls:** Function check - for smooth operation

3. **Steering:** Functional check - for undue tightness or looseness

7. **Jack:** Visual check - for leaks

4. **Forks:** Visual check - obvious damage/distortion

8. **Wheels:** Visual check - load bearing and steering wheels/tyres for damage and obstruction



Familiarisation

1. An MPT without a brake will have one lever (image 1)
2. An MPT with a brake will typically have two levers in the handle (2)

a. Lever (1) typically has three positions: -

- i. **Lower** - This position (up) lowers the forks
- ii. **Neutral** - This is the travel position (This position disengages the lifting mechanism, making the handle free from hydraulic resistance).
- iii. **Raise** - In this position (down) the handle is used to pump up the Jack and raise the forks



b. Lever (2) will operate the brake when pulled and latched. Emergency braking may be achieved by releasing the load.

c. **Mandatory:** Only MPT's with a brake can operate on inclines, slopes, gradients etc. Make sure the forks face down the slope.

d. **Restriction:** When lowering a load, ensure a flat suitable surface to ensure suitability.

e. **Warning:** Before moving off complete an all-round observation

f. **Reminder:** Always face the direction of travel, walk on the outside of the turn and avoid the truck striking heels and feet

g. **Care Point:** Always push the truck away from your body when negotiating turns, corners etc.



Load Safety (Ensuring the load is secure and suitable for moving by MPT):

1. Ensure the load is suitable for MPT use -
 - a. The pallet/container is free from defects affecting safe transportation and storage
 - b. Ensure the trucks load bearing wheels are not fouling any bottom deck support boards
 - c. Do not exceed pallet/container 1.8m height
 - d. Loads are secure, stable and fall within the safe working load of the MPT (some models can carry more but this will be clearly marked)
 - e. Not liable to fall/topple when being transported (unstable loads must be reloaded, shrink-wrapped or reloaded to a suitable pallet/container)
2. Ensure the load is evenly distributed on the forks, and up to the back stop (fully heeled). In exceptional circumstances where the tips of the forks are likely to protrude through the far side of the pallet and when not working near a leading edge i.e. tail-lift or open edge of vehicle load compartment, the pallet must be fully on the forks but does not have to be fully heeled.

Working at height (Dock Levellers and Vehicles) – additional instruction

- **Warning:** There is a risk of falls when operating near leading edges i.e. vehicles, tail-lifts, dock-levellers etc. Remain clear of the edges, turn within the confines of vehicles and operate equipment within the Safe Working Load Area of a Tail-Lift
- **Mandatory:** Always ensure the tail-lift is flat when on the ground and level when fully raised
- **Mandatory:** Always ensure the brake is fully applied when raising/lowering a Tail-Lift
- **Reminder:** If using a tail-lift remember to include your own weight as part of the load weight

Vulnerable groups

If an MPT is to be used by a young person, pregnant woman or person with a medical condition or capability restriction the manager must ensure that a Persons Specifically at Risk Assessment has been carried out.

Faults and Maintenance

Faults should be reported to the RMG contractor maintenance agent using the PMT1 fault reporting form. This equipment is subject to planned maintenance

The Manager must ensure any defective equipment is removed from service, identified as defective and placed in a designated area.

Local Hazards

All operators should ensure they are aware of local safety rules and procedures as site controls may vary depending on the local risk control measures in place, identified through a risk assessment process.

COMPETENCY

(Beyond the training received from this SSOW list any other training that is required)

Training	Format (Course/Certificated/Qualification)
Manual Handling Training	Internal course delivered by local Workplace/Advanced Driver/PFW POPS Coach

PERSONAL PROTECTIVE EQUIPMENT

(This PPE is to be provided & used, as specified, by people undertaking this task &/or using this work equipment)

Item	Ordering details	Comments
Hi-viz jacket/tabard (as per site rules) and safety footwear mandatory.	Dimensions	PPE issue record will be held in employees personal file at site

SAFETY SIGNAGE

(The below Safety Signage is to be displayed, as specified, in the workplace where this SSOW applies)

Item	Ordering details	Comments
Specific vehicle load plan decal & safety decals (Prohibited/Safe MHE)	Contact Fleet - part of initial Trailer build (x4: two displayed internally on each deck located at the rear of the trailer).	

SSOW AUTHORISATION

	Name	Signed	Date
Author	James Cannon	<i>J Cannon</i>	12/11/20
Safety Support (where applicable)	Jay Dowd; Jason Hilton, Stuart Harrison; Richard Wiggins; Corinne Parsons; Mike Lewis; Ian MacDonald	<i>Jay Dowd; Jason Hilton, Stuart Harrison; Richard Wiggins; Corinne Parsons; Mike Lewis; Ian MacDonald</i>	10/11/20
I have authorised this SSOW for deployment			
Safety Authorisation: (As defined in Levels of Authority Appendix 4)	James Cannon	<i>J Cannon</i>	10/11/20

REVIEW AND AMMENDMENTS

Version	Name	Signed	Date
1.2	J Cannon	<i>J Cannon</i>	18/11/20

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

SSOW LOCAL ARRANGEMENTS

SSOW Title	RMG Using a Manual Pallet Truck (MPT) SSoWv1.2
Region	Royal Mail Group
Unit (Where applicable to individual Unit)	All

(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. SHEMS Risk Matrix)	Control

LOCAL SIGN OFF	Signature	Date
Local Author		
Safety Authorisation:		

RMG Using a Manual Pallet Truck (MPT) SSoW_v1.1 Key Learning Objectives		Coach/ Instructor's Initials	
	As a pre-requisite, the MPT Training Video has been watched		
01	Pre-use Check (Visual & Functional)		
02	Defect reporting		
03	MPT Familiarisation		
04	Load Safety (Secure, Stable and Suitable)		
05	Dynamic Assessment (considering Task, Load, Individual and Environment)		
06	Working on gradients (including dock levellers and vehicle load beds)		
07	Working on tail-lifts/leading edges (fall from height risk)		
08	Practical Observation		
Trainee's Comments:			
Coach/Instructor's Comments:			
Employee being trained – I have completed a course of instruction and training in this system of work.			
Signature		Date	
Print Name			
Coach / Instructor – I am <u>authorised</u> to undertake this task. I have observed the above trainee and I'm satisfied that they can perform the task safely in accordance with this system of work.			
Signature		Date	
Print Name			

Once completed – retain with Verification of Understanding in the individual's training records in line with RMG record retention schedule.

**RMG Using a Manual Pallet Truck (MPT) SSoW_v1.1
Verification of Understanding**

Employee being trained:

Signature		Date	
Print Name			

Please circle the correct answer(s)		Tick if correct
Question 1.	When travelling with the truck under normal conditions the operator should?	
Answer	a. Travel with the load/forks leading, (load/forks in front) b. Travel with the load/forks trailing (load/forks behind) c. Travel with the load in either direction, as it does not mater	
Question 2.	When picking up loaded timber pallets, the operator must ensure that the truck's trail wheels are?	
Answer	a. Are sticking out beyond the perimeter of the pallet b. Are not fouling/catching the bottom deck boards of the pallet c. Are spaced as wide as possible	
Question 3.	When travelling on an incline/slope with a load, when practicably possible the load should face? Note – only when the MPT has a brake.	
Answer	a. Downhill b. Uphill c. The direction of travel does not matter	
Question 4.	If a fault is found during the pre-shift checks, the operator should?	
Answer	a. Try to repair the fault him/herself b. Wait until the end of the shift and then report it to the manager c. Immediately report the fault to the manager	
Question 5.	If a load appears to be unsafely stacked and liable to collapse, the operator should?	
Answer	a. Report it immediately to the manager b. Re-arrange the load him/herself c. Pick the load up and travel with extreme caution	
Question 6.	The pallet truck should be operated?	
Answer	a. At a speed which suits the type of load and general working conditions b. Very slowly and deliberately c. At a speed to keep up with the pressure of work	

Manager/Coach's Comments:

Manager (Can only authorise individual who get 100%) – I authorise you to operate in accordance with this system of work and training provided. .

Signature		Date	
Print Name			


Once completed this Verification of Understanding, along with the Key Learning Objectives to be retained in the Individual's training records in line with RMG record retention schedule. Requalification required after 3 years.



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.

Task / Work Equipment Description	
Generic Task / Work Equipment (SSOW Title)	York Container Cardboard sleeve Additional Requirements <div style="text-align: center;">  </div>
Associated Risk Assessment	York Container Cardboard sleeve SAC1 & WECSA
SSOW Version No:	1.1 <b style="color: red;">SSoW to be read in conjunction with and in addition to York & Mini-York SSOW

Risks Controlled By This SSOW		
Identified Risk	Risk Rating (ref. SMS2.1 Risk Matrix)	Control
Additional information for York container to take account of the functionality.		
Muscular injuries	Tolerable	<ul style="list-style-type: none"> SSOW Training Raised base of York Manufacturer assurances of material quality Noise assessment
Abrasions / bruising	Adequately Controlled	
Striking injuries		
Noise		
Discomfort to hands		

INSTRUCTIONS

Core Standards

As per current York containers.

The use of cardboard sleeves must be minimised as much as possible for both safety and environmental reasons.

Approved loads:

- York's fitted with Cardboard sleeves are primarily designed for use with small parcels and other loads that are not well retained by other York containers.
- DO NOT tip bags into cardboard sleeves.
- . Only to be used for customer contracts when Alps sleeves cannot be supplied as approved by the RMG Assets/Container Team.
- In addition, Cardboard sleeves can be used in exceptional circumstances for example during peak pressure periods.
- Maximum gross weight for all loads is 250kg.
- DO NOT use sleeves for parcels weighing more than 10kg

Base Position:

- For use with small parcels that will be manually unloaded the base must be put into the higher position before loading starts.
- For small parcels that will be unloaded by automated tipping and all other streams the base should be in its lower position.



Base: Lower position for automation / other streams



Base: 200mm base support in higher position
deploy in manual only

Pre Use Checks – Additional Requirements:

- The Cardboard sleeve must be properly attached and there be no significant damage that could cause injury or loss of mail.
- Cardboard must be stored in a dry environment.
- Damaged cardboard must be disposed of locally.
- Use the false base and cross support in correct streams.

Loading- Additional Requirements:

- When sorting from a sleeve, position the York to minimise twisting – use your feet to turn and not your body.
- As with other versions of the York container it must not be loaded above the sidewalls or a maximum gross weight of 250kg.
- Before moving the York, fully close the sleeve to retain the contents.

Unloading – Additional Requirements:

- The panel should be opened in stages when unloading taking care that the parcels do not fall out.
- Unload parcels directly in front of the top and lower it carefully to prevent parcels from falling out as you open it.
- To unload parcels at the back, pull them closer before lifting them out and support yourself by holding onto the side with one hand if necessary to reach the lower parcels.
- Fully open the lower panel if required.
- It is good practice to rotate between unloading and other tasks.

Nesting – Additional Requirements:

- All cardboard parts must be removed and segregated ready for re-use before nesting.

Loading / Unloading on to Vehicle – Additional Requirements:

[Refer to load plan in 'Transport of Yorks and RSC's' in Royal Mail Vehicles' SSOW](#)

Assembly of Sleeve:

Side Pannels:

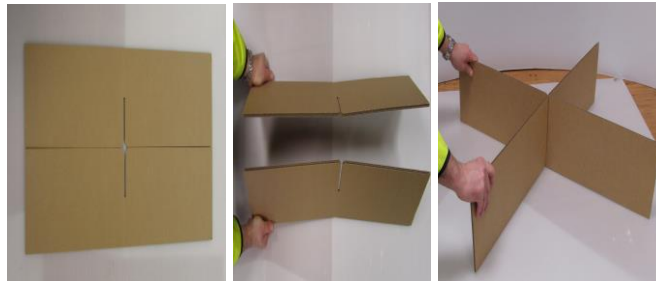
- Assemble the left side first followed by the right. Sides are interchangeable.
- The right side panel fits on the outside of left panel.
- The sides with no instructions/art work should be placed on the side.



Side assembly

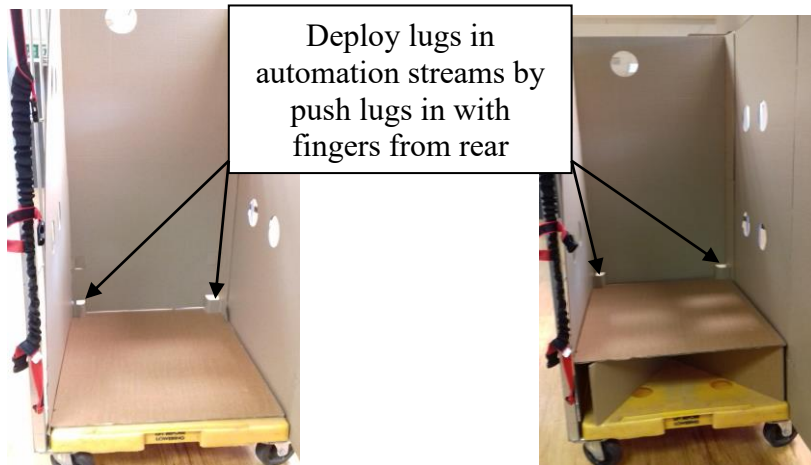
Base support:

- Assemble parts to form a cross section.



3 stage base support assembly

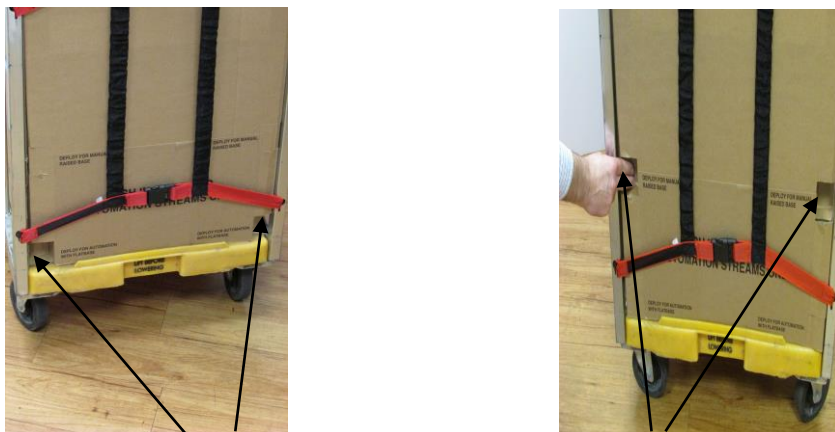
Base:



Insert base only in non-manual streams. Deploy rear lugs in automation streams only.

Insert 200mm cross member support and base in manual streams only. Deploy lugs in automation streams.

Automation Lugs:



Deploy lugs in automation streams from front by pushing lugs in with fingers.

Front panel:

- To fix front panel in position, close panel shut and secure lower panel with York strap.
- When loading with unstable loads e.g small parcels the gate should be fixed in position in lower stage to allow good access whilst loading and the load is retained as required.



Closing panel 1	2	3	4
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- Once the panel is in position, lock with the York straps across the front.

COMPETENCY

Training	Format (Course/Certificated/Qualification)
N/A	

PERSONAL PROTECTIVE EQUIPMENT

Item	Ordering details	Comments
No additional – reference RMG PPE Matrices		

SAFETY SIGNAGE

Item	Ordering details	Comments
No additional		

SSOW AUTHORISATION

	Name	Signed	Date
Author	J. Wood	<i>J Wood</i>	13.03.2018
Safety Support (where applicable)	C. Parsons	<i>C Parsons</i>	10.03.2018
I have authorised this SSOW for deployment			
Safety Authorisation: (As defined in Levels of Authority Appendix 4)	J. Cannon	<i>J Cannon</i>	10.03.2018 08/11/2021
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.

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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)		

OPERATIONS & MODERNISATION RISK MANAGEMENT

SAFE SYSTEM OF WORK

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 Description	
Generic task	Operation and Use of York and Mini-York Containers
Generic Assessment Number	SAC 1 York and Mini York July 2014; SAC 1 Yorks Jul 2012 SAC1 Mini Yorks December 2011
Version No	Version 3.2 For Mk 4 York see also York Container Mk 4 Additional Requirements SSOW. For Use of Cardboard see also Cardboard Additional Requirements SSOW.

WHAT RISKS ARE CONTROLLED BY THIS SAFE SYSTEM OF WORK

(As identified in the SAC1)

Identified Risk	Risk Rating (As per Matrix)
Lifting and Handling injury	Adequately Controlled
Impact / Strike - York Movement	Adequately Controlled
Falls From Height - Tail Lift / Loading Bay	Adequately Controlled
Cuts / Bruises	Adequately Controlled
Hit by Falling / Moving Objects	Adequately Controlled

Control

<ul style="list-style-type: none"> SSOW Training Specific M/H instruction 	<ul style="list-style-type: none"> WTLL Briefs Maximum Weights Weighing scales 	<ul style="list-style-type: none"> Securing Straps / Restraint Housekeeping 	<ul style="list-style-type: none"> Good surfaces Site Layout Royal Mail Footwear 	<ul style="list-style-type: none"> Maintenance process Spot checks 	<ul style="list-style-type: none"> Operator Visibility (majority) York Design
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CORONAVIRUS

The Coronavirus outbreak is a serious and fast-moving situation. The core principles to prevent the spread of the virus are listed below, Specific controls are based on the relevant Coronavirus Risk Assessments and associated documentation as communicated through national and local channels. Where relevant, these will supersede any instructions in this document, including those in Task Risk Assessments and SSOWs that are referenced.

CORE PRINCIPLES:

All staff to follow core Government and RMG COVID-19 controls including:

1) Social distancing standards – maintain a 2-metre physical distance between people at all times (or

where assessment permits 1m+ with mitigation)

2) General hygiene:

- wash your hands (for 20 seconds) and use hand sanitiser when entering/exiting buildings and regularly throughout the day.
- always wash your hands before eating.
- avoid touching your eyes, nose and mouth with unwashed hands.
- at your own discretion and available on request, wear disposable gloves and masks (remove correctly and dispose of in a designated bin).

3) Do not attend work if you have:

- a fever
- a persistent cough
- lost your sense of smell or taste

4) Adhere to instructions and site arrangements at RMG sites and customer locations to allow social distancing to occur, wherever possible.

5) Complete dynamic risk assessment (Look-Consider-Decide) to ensure good behaviours at all times.

Specific Materials and References

- SHE COVID-19 Library
- Specific instructions e.g. use of masks, safe use of hand sanitiser etc.
- Temporary Guidance – e.g. functional guidance documents
- Task Risk Assessment and Safe Working Instructions (SWIs) for tasks completed as '1 Metre Plus Mitigation'
- COVID-19 SAC1 concurrence documents

Referenced SWIs:

- COVID-19 Two Person Bullring Operation SWI
- COVID-19 Four Person Bullring Operation SWI

INSTRUCTIONS

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.

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.

General

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

Weight (maximum)			
<ul style="list-style-type: none"> ➤ York and Mini York containers 250 kg ➤ York ALP Sleeve 250 kg ➤ Mini York ALP Sleeve 70 kg 	<ul style="list-style-type: none"> ➤ RM Parcels 20 kg ➤ Parcelforce Parcels 30 kg* (unless otherwise assessed) ➤ Tray 10 kg 	<ul style="list-style-type: none"> ➤ Delivery Pouch 16 kg ➤ RM Bag 11 kg ➤ Gas Boxes 30 kg ➤ Door to Door Box 10kg 	<ul style="list-style-type: none"> ➤ Labels Box 10 kg ➤ Import bags (International) 30kg
Volume / Fill	Restraint	Condition	
<ul style="list-style-type: none"> ➤ No load to be filled above the top of the york and loaded within weight limit 	<ul style="list-style-type: none"> ➤ All loads must be properly restrained using restraining straps 	<ul style="list-style-type: none"> ➤ Containers must be in a safe condition including wheels, brakes, handles and restraints 	

APPROVED LOADS	
Up to 28 Royal Mail Letter Trays for all Yorks despatched at Outward from Mail Centres, Transported and Processed within the Logistics network and received at Inward by Mail Centres	Gross weight not exceed 250 kg
Up to 24 Royal Mail Letter Trays for all Yorks despatched at Inward by Mail Centres / Mails Processing Units for distribution to Delivery Offices	Gross weight not exceed 250 kg
Up to 52 empty Royal Mail Letter Trays	Gross weight not exceed 250 kg
Mix of Royal Mail Letter Trays and Mail Bags with trays loaded first	Gross weight not exceed 250 kg
Mail Bags loaded with letter or Parcel Mail	Gross weight not exceed 250 kg
Royal Mail Letter Trays or Mail Bags contained within a Container Sleeve	Gross weight not exceed 250 kg
Loose Parcel Mail / Boxes contained within an Auto Levelling Packet Sleeve	Gross weight not exceed 250 kg. Maximum individual item weight: 7.5kg
Loose "stackable" Parcel Mail / Boxes contained within an Un-sprung Container Sleeve	Gross weight not exceed 250 kg. Maximum individual item weight: 11kg
Loose strapped Bundles / Boxes providing they are of sufficient dimensions such that they will be retained by the load retention straps and container framework	Gross weight not exceed 250 kg. Max individual bundle weight 6.4kgs Box weights as per Core Standard
Mini York with Loose Parcel Mail / Boxes contained within an Auto Levelling Packet Sleeve	Gross weight not exceed 70 kg Maximum individual item weight: 7.5kg (16kg Pouches permitted on top of load)

Manual Handling

Use the correct manual handling technique at all times. This is based on assessing the risk using the **TILE** principal:

Task	Individual	Load	Environment
<ul style="list-style-type: none"> ➤ Applying and Releasing Brake ➤ Loading and Unloading ➤ Use of ALP Sleeves ➤ Moving Yorks ➤ Positioning Yorks ➤ Moving and Storing Nested Yorks ➤ Loading and Unloading on to Vehicle 	<ul style="list-style-type: none"> ➤ Employee / Agency ➤ Personal physique (size, strength etc.) ➤ Personal Condition ➤ Vulnerable persons 	<ul style="list-style-type: none"> ➤ York / Mini-York ➤ Parcels ➤ Trays ➤ Bags ➤ Strapped Bundles ➤ Loose Mail ➤ Mixed Loads 	<ul style="list-style-type: none"> ➤ Mail Centre ➤ Delivery Office ➤ Distribution Centre ➤ Third Party Location ➤ Dock Leveller / Dock ➤ Yard ➤ Vehicle

Communication and Review

In order for the SSOW to be effective, it should be communicated to all staff, including Agency, and displayed on noticeboards. Compliance to the SSOW should be ensured by local review and Spot Checks by Managers, Employees and Safety Representatives. Where required, coaching should be completed immediately and further countermeasures discussed and implemented through the joint Safety Committee structure.

Pre-use Checks ('10 Point Check')

- | | |
|--|---|
| <ul style="list-style-type: none"> • No bolts or rivets missing • Safety info visible • Handles secure • Structure secure • Brake is functional • Base is fixed and secure | <ul style="list-style-type: none"> • No damage to straps/buckles preventing safe retention of the load • No significant damage to the wheels preventing safe use • Sides are not bent or out of shape • York moves in a straight line |
|--|---|

Applying and Releasing the Brake

- Report any defects to your manager
- Brake must be applied when stationary or before loading
- Hold the straight section of the lever and lift up / down keeping hold of the lever during movement. The other hand should be holding the vertical yellow handle.
- When braking, check the brake is fully engaged on both sides (you may need to use two hands for Yorks with plastic hinges)



Loading

- Place heavier items at the base of the stack
- DO NOT exceed the gross weight (load + container)
- DO NOT load above the side height or beyond the framework
- A maximum of **28 Royal Mail Letter Trays** for all Yorks despatched at Outward from Mail Centres, transported and processed within the Logistics network and received at Inward by Mail Centres providing the gross weight does not exceed 250 kilograms.
- A maximum of **24 loaded Royal Mail Letter Trays** can be loaded for all Yorks despatched by Mail Centres / Mails Processing Units for distribution to Delivery Offices providing the gross weight does not exceed 250 kilograms.
- Load trays by placing the first tray at the front of the York and, using one hand, slide to the back corner of the container. Once the first layer have been loaded place the next tray at the front and slide to the back corner.
- Trays loaded on top of each other must be stacked in the **same direction** as the tray below.
- Nested empty trays should be loaded upside down by putting one end of the tray on top of the existing stack or York bed and sliding the tray into place.
- Bags should be evenly stacked filling up the York alternately one side and then the other.
- For mixed loads, load trays first then bags on top
- Push any bag necks that are protruding from the side walls into the container before loading the York into a vehicle
- Strapped bundles should be **loaded and secured with care** to minimise any movement in transit.
- Secure the load with the York Restraining Straps from the bottom upwards. Make sure the straps **fully secure** the top trays / bags / boxes, securing straps as loading where required



Unloading:

- Release the York restraining straps carefully from top to bottom one at a time to reduce the risk of items falling forward.
- Test the weight of each item before fully moving.
- Remove trays by lifting the front trays of each layer first followed by the rear. When it is necessary to turn the rear trays **pull forward and diagonally** across the front trays to start the rotation then pick the tray up in two hands and complete the rotation by moving the feet and stepping round.
- Remove mail bags and parcels by working from the top to the bottom. Do not pull from the centre of the load.



Use of Auto Level Packet Sleeve for Yorks

- Faulty ALP Sleeves should be removed from service and sent for repair to the appointed contractor in accordance with the published repair procedures
- As a short term measure, trays can be placed upside down under the base of the sleeve if the return mechanism is not sufficient or not working
- Ensure the ALP is fully secured with the two Velcro straps
- The first two Restraining Straps should be secured prior to loading the ALP Sleeve.
- ALP Sleeves should be **closed to retain the contents** before the York container is moved
- ALP Sleeves have been designed for mixed parcel mail. DO NOT use for single parcels over 7.5kg or trays. Parcels over 7.5kg should be sorted into a sleeveless York container for transportation to work areas.
- Bags should not be tipped into York ALP Sleeves.



Additional Requirements for the Use of Mini-Yorks

- DO NOT overfill Mini Yorks. All content must be secured by the load retention sides / container framework.
- Delivery Pouches (fully loaded) are permitted in mini Yorks so long as they are loaded ON TOP of any items or there is nothing else in the container and secured within the framework.
- It is permitted to use Mini York Sleeves for loose mail. When tipping a bag, firstly assess the weight of the bag and break **down if required before lifting the bag** into the container (this should not be above shoulder height). Remove the mail in easy stages from the bottom before lifting to empty the remainder.
- When unloading mail / parcels, where possible, one hand should be used for support whilst unloading.
- For loose mail **two nested trays** are required under the base of the sleeve to support it.
- DO NOT attempt to manually lift a mini York into position



Additional Requirements for the Use of Mk 4 Yorks

[Refer to the York Container Mk 4 Additional Requirements SSOW](#)

Fitting and removal of Auto Level Packet Sleeves for Yorks and Mini Yorks

[Refer to the ALP Sleeve Fitting Instructions](#)

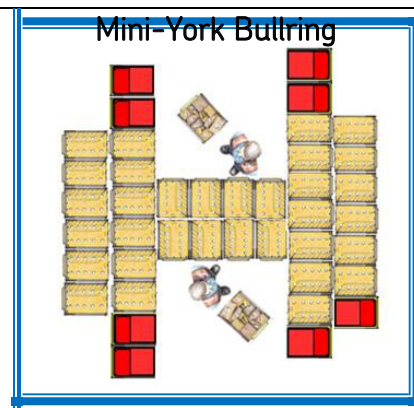
- This is usually a two-person activity. A local risk assessment should be completed to review completion as a one-person activity with task rotation considered as a countermeasure.

Additional Requirements for the Use of Yorks and Mini-Yorks in Bullrings

[Refer to COVID-19 Two Person Bullring Operation SWI](#)

[Refer to COVID-19 Four Person Bullring Operation SWI](#)

- York bullrings with full-size Yorks **should only be one deep** and the front of the sleeve should be open at the start of loading and closed as necessary to retain the mail during loading. A single mini-york can be positioned in front of light selection full-sized Yorks.
- Bullrings should be set up to avoid long throwing distances.
- Sorters should step closer to place items that are heavy, bulky or are difficult to throw, or to sort to distant selections.
- Mini-York bullrings **should only be 2 deep**, or one deep if sorting over a conveyor.



Additional Requirements for York Container Sleeve (Un-sprung Version)

- Use to retain loads that cannot be adequately retained by straps
- York Container Sleeves are not suitable for use with loose mixed packet mail, and ALP Sleeve should be used instead.

Additional Requirements for York Container Cardboard Sleeves

Refer to the York Container Cardboard Sleeves: Additional SSOW

- York's fitted with Cardboard sleeves are primarily designed for use with small parcels and other loads that are not w by other York containers.
- DO NOT tip bags into cardboard sleeves.
- Only to be used for customer contracts when Alps sleeves cannot be supplied.
- In addition, Cardboard sleeves can be used in exceptional circumstances for example during peak pressure periods.
- Maximum gross weight for all loads is 250kg.

Moving Yorks

- Ensure the York restraint system is in place before moving a loaded York (bottom strap for empty York)
- Plan your route and ensure sufficient space
- Push the York from the brake end using the **yellow handles**
- If vision is impeded by the content of the container safely manoeuvre the York **whilst looking around the sides at regular intervals**. Alternatively, reduce the load height if possible (and consolidate to full height at Dispatch) or seek assistance in congested areas.
- Only push **one** loaded York container at a time
- Keep feet clear when manoeuvring
- Manoeuvre using handles
- DSA / Third Party Yorks should be treated as Royal Mail containers where authorised in the network



Positioning Yorks

- In circumstances where close movement of the York is required (e.g. when backing the York against a wall, on a loading bay; in a vehicle etc.) it is permissible to push from the front or side in order to position the container
- In restricted areas it is permissible to push or pull from the front / side wall **until it is possible to manoeuvre from the rear**.
- If you are unable to access the rear of the container to engage / release the brake then ensure that the container is positioned on a flat, level surface. Where there is a risk of movement such as Dispatch Lanes the front York should be turned and the brake applied (local risk assessment should be completed)



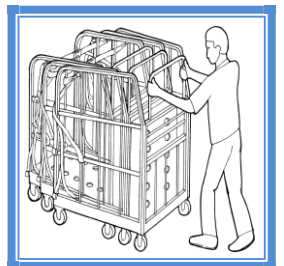
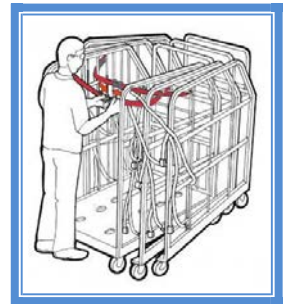
Nesting / Storage

- Raise the base by placing **both hands under the base** and lifting before locking into position
- Spread the sides apart of the first york
- Place the second York into the first and repeat the process
- Ensure the last container nested is assembled with the base in position
- Do not use excessive force



Moving Multiple Empty Nested York Containers – One Person Activity (Maximum of 3 Yorks)

- The front (first) container must be assembled with the second and third containers nested behind
- The nested Yorks must be **secured together** by the load restraining straps.
- Moving multiple assembled Yorks must only be carried out by trained employees
- Multiple empty nested Yorks should be moved in a straight line or a gradual change of direction where there is adequate space. Two people may be required if this is not possible and where it is necessary to make a tight turn pull the containers round from the front.
- Push the rear York with the **yellow handles**.



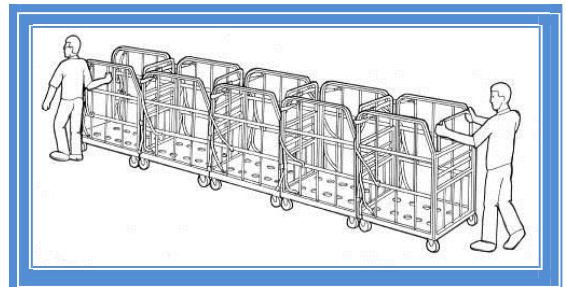
Moving Multiple Empty Nested York Containers – Two Person Activity (Maximum of 5)

- This is a **two-person** activity.
- All containers can be nested securely together.
- Moving multiple nested Yorks must only be carried out by trained employees
- No more than **five nested Yorks** should be moved at any one time.
- Multiple empty nested Yorks should be moved in a straight line or a gradual change of direction where there is adequate space. Where it is necessary to make a tight turn the Yorks should be pulled round by the front York.
- Push the Rear York with the Yellow Handles
- Guide the front York by walking at the side and **pushing the front vertical bar** (do not pull with the arm stretched out behind).



Moving Multiple Empty Assembled York Containers – Two Person Activity (Maximum of 5)

- This is a two-person activity.
- No more than five assembled Yorks should be moved at any one time. These must be secured together with the load restraining straps.
- Moving multiple assembled Yorks must only be carried out by trained employees
- Multiple empty assembled Yorks should only be moved in a straight line or a gradual change of direction where there is adequate space. Sudden changes of direction or tight corners should not be attempted.



Operating in and Around Vehicles

- Care should be taken when using and moving Yorks in **areas with moving vehicles**. This is particularly the case when vehicles are reversing.
- All instructions, walkways, designated areas and signage must be **adhered to at all times**.
- Yorks must not be left or stored in unauthorised areas (e.g. walkways) which may cause either vehicles or pedestrians to have to operate in an unsafe manner.
- Local Risk Assessment must be completed to ensure the safety of all activity



Loading / Unloading on to Vehicle

Refer to both 'Tail Lift' SSOW and 'Transport of Yorks and RSC's' in Royal Mail Vehicles' SSOW

- A **local risk assessment** may be required to ensure safe loading and unloading (for example the use of dock levellers on site).
- Only **one made up York** to be moved at a time
- 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.
- 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.
- Do not force a container into a space between other containers if there is a resistance due to protruding bags
- The brake must be applied when inside a vehicle
- 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.
- It is permitted to load Mini-Yorks as per the Load Plan.
- **DO NOT** tow or fork-lift containers without ancillary equipment. Only trained operators may use lift trucks.



Securing and Transporting York Containers in Vehicles

Refer to 'Transport of Yorks and RSC's' in Royal Mail Vehicles' SSOW.

This can be found on the SHE Knowledge Database

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)
<ul style="list-style-type: none"> • Manual Handling Training (within 3 years) • WTLL 	Content on Demand SHE Knowledge Database

PERSONAL PROTECTIVE EQUIPMENT

(The below PPE is to be provided and used by the people undertaking this task, where required)

Item	Ordering details	Comments
<ul style="list-style-type: none"> • High visibility clothing and safety footwear in designated areas 	Stores	

SAFETY SIGNAGE

(The below Safety Signage is to be displayed in the workplace where these tasks take place, where required)

Item	Ordering details	Comments
<ul style="list-style-type: none"> • York signage in York movement areas • York Safety Data Plate • Other as per local requirement 	Stores	

GENERAL INFORMATION

(Anything specific to the task)

Local arrangements for removal from service

An *Out of Service* label must be attached and the nature of the problem noted on the label.

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

Author(s)	Name	Signed	Date
	James Cannon Corinne Parsons Neil Hayes Gary Bramley Jason Wood	<i>J Cannon</i> <i>C Parsons</i> <i>N Hayes</i> <i>G Bramley</i> <i>J Wood (updated)</i>	01/09/2014 26/10/2017
This SSOW is authorised for deployment			
CWU Safety	Dave Joyce	<i>D Joyce</i>	01/09/2014
Group SHE Audit & Performance Manager	D. Marsden	<i>D Marsden</i> <i>J Cannon (updated)</i> <i>J Cannon (updated)</i>	01/09/2014 26/10/2017 29/07/2020

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

Waste Cardboard Management & Disposal Process

DON'T WALK BY PROCESS

- Got a waste removal requirement on site?
- **Contact the property & FM HELPDESK**
- 0333 005 0312 OR monitor@royalmailpfs.com



PFSL On site cleaning/Soft Service Team responsibility

- Engaging with site operational lead to determine requirement to support management of waste at MCs, RDCs and PSCs – particularly cardboard
- Arranging appropriate resource by agreement with site to bale / dispose of cardboard as appropriate
- Where RM Operational sites are either not engaging with SSMs or not cutting/presenting cardboard for bailing, this should be raised to prevent an on-site backlog.
 - SSMs to raise any potential issues or backlog via iss.queries@royalmailpfs.com
 - SSMs to provide detail / context of issues with photographs as appropriate

RM Operational sites responsibility

- Presenting all cardboard for baling / disposal
- Cutting cardboard (inc Gaylords) where required to appropriate size for baling
- Where cardboard requires cutting to be baled it should be cut to the approx. size of an Amazon sleeve as the maximum size able to be baled
- Where PFSL Soft service team are not engaging / providing requested or agreed resource – RM Ops to raise as a service failure through the Property Help Desk. (0333 005 0312)
- If sites require the ceramic knife outlined within the SSOW (10554 Utility knife auto retractable ceramic blade, these can be ordered via the asset.fulfilment@royalmail.com

Additional collections

- In extreme cases where volume of cardboard is disproportionate or both RM Ops and SSMs are unable to manage, additional collections can be arranged through the Property Help Desk (0333 005 0312) by RM Ops

This should be a known issue by RM Ops and Soft Service Teams through their engagement process

Site Clearances

- Cardboard collections
 - Bales to be collected based on min numbers (15) allowing 9 days for collection.
- Waste skip container clearances –
 - D2D – sites to allow 9 day for completion so need to log jobs in advance
- All DO's to back haul their cardboard for bailing as normal.

Peak Contingency Safety Site: 2021/22

Documents & processes approved for use if contingency arrangements are required during peak.

- [Peak Safety Documentation Link 2021/22](#)
- [Manual Handling Library](#)
- [Property & Facilities Solution Help Desk](#)

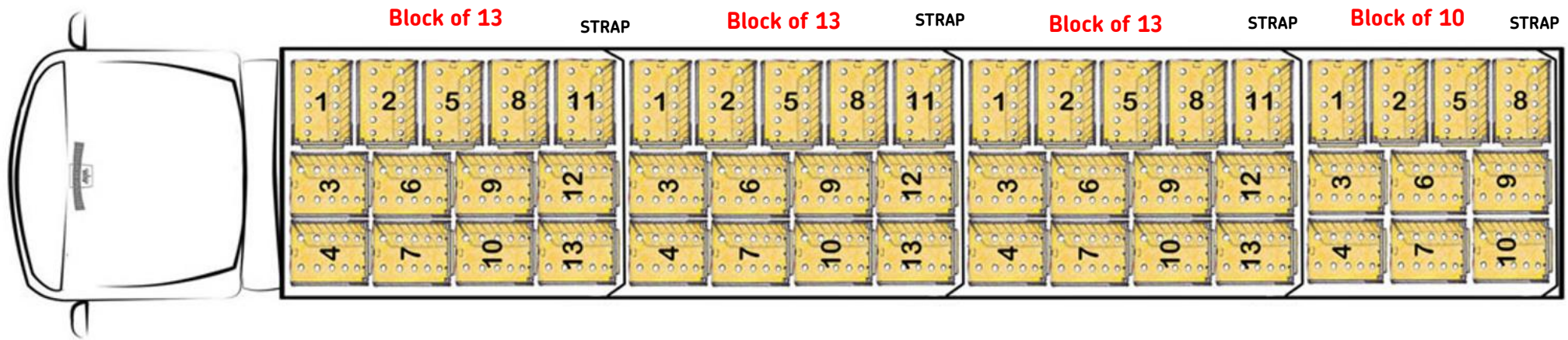
Compliance & Sustainability Group Portal Link



Royal Mail Operations: Vehicle Load Plans – Single Deck Trailers

Note: Double-Deck Trailers are not covered by these load plans.

Load Plan for **Single Deck Trailer** with **Assembled/Loaded Yorks**



Note:

- All Yorks must be braked.
- Refer to York and Mini-York SSoW.
- Each Block or part block of Yorks must be secured as per the Transport of Yorks and RSCs SSoW.

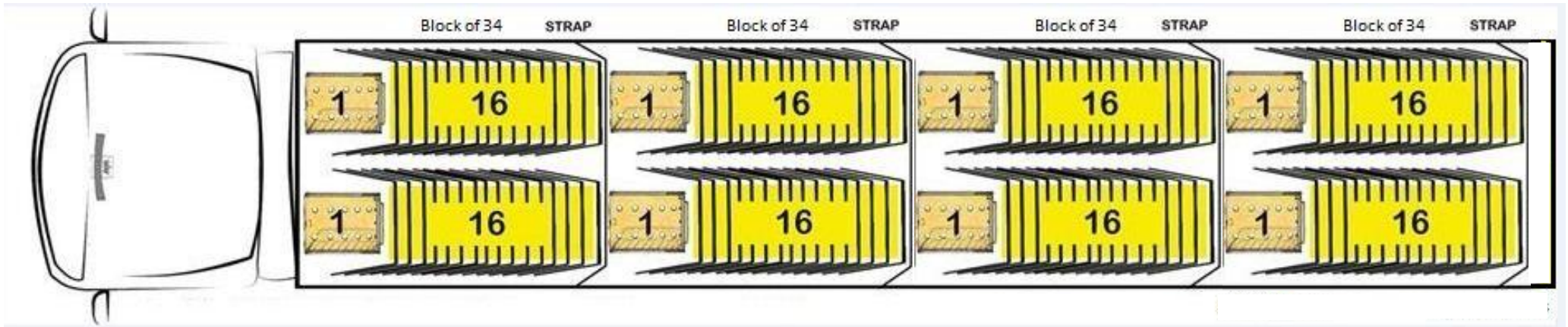
Royal Mail Operations: Vehicle Load Plans – Single Deck Trailers

Note: Double-Deck Trailers are not covered by these load plans.

Load Plan for **Single Deck Trailer** with **Nested Yorks**

$$4 \times 34 = 136$$

- 2 assembled Yorks on the bulk head 16 nested either side then strap.
- 2 assembled then 16 either side then strap
- 2 assembled then 19 either side then strap
- 2 assembled then 13 either side then strap



Note:

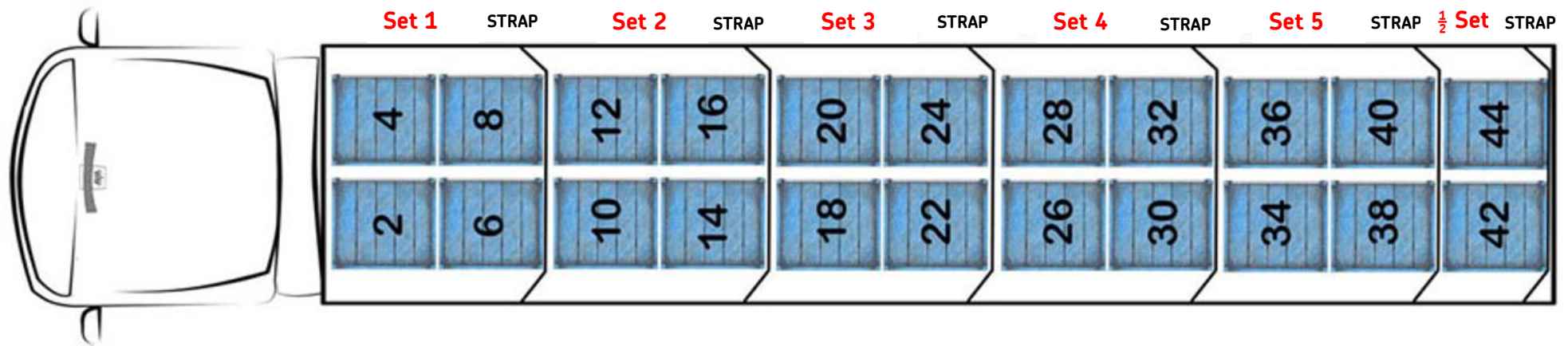
- Refer to York and Mini-York SSoW.
- Each Block or part Block of Yorks must be secured as per the Transport of Yorks and RSCs SSoW.

Royal Mail Operations: Vehicle Load Plans – Single Deck Trailers

Note: Double-Deck Trailers are not covered by these load plans.

Load Plan for **Single Deck Trailers** with **Stackable Containers** Rigid/Folding & Cardboard Rigid Stackable Containers (RSC, FSC & CRSC)

- Excludes Euro Pallet Boxes – see separate Load Plan



Note:

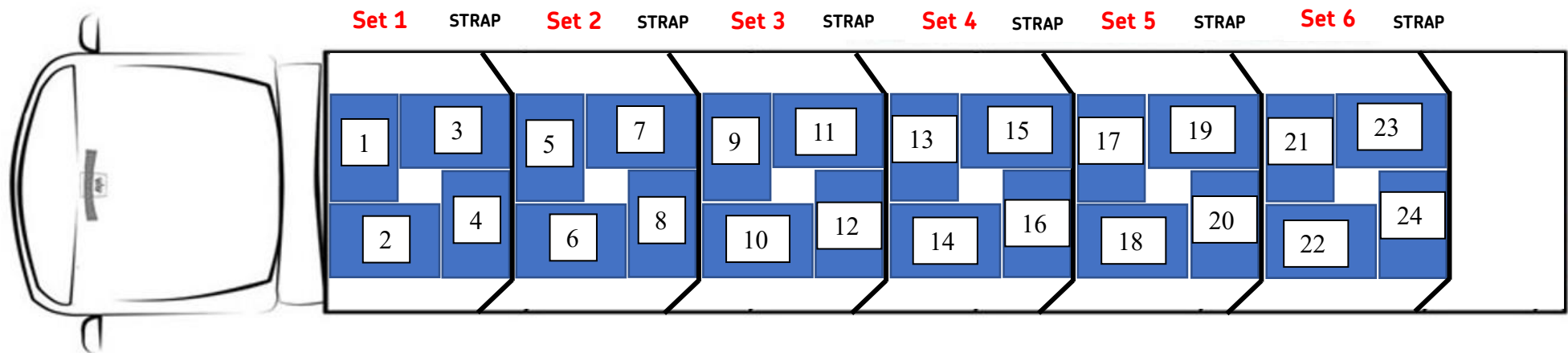
- The image above shows double stacked containers, half the above numbers for single stack containers i.e. 22 max.
 - Double Stacked Containers: A set = 8
 - Single Stacked Containers: A set = 4
 - Folded/Stowed FSC Maximum 6 high: a set = 24
 - Folded/Sowed CRSC Maximum 8 high: a set = 32
- “Single Stack” trailers cannot be loaded with double stacked containers due to the reduced trailer roof height.
- Each Set or part Set of stackable containers must be secured as per the Transport of Yorks and RSCs SSoW.
 - Box Trailers: A single, horizontal strap across the middle of each Set or part Set, two horizontal straps if double stacked or criss-crossed for stacked, folded/stowed CRSC/FSC.
 - Curtain-sided Trailer: Two straps criss-crossing each Set or part Set.
- If stacking, only stack compatible container types i.e. R/FSC on R/FSC and CRSC on CRSC.

Royal Mail Operations: Vehicle Load Plans – Single Deck Trailers

Note: Double-Deck Trailers are not covered by these load plans.

Load Plan for Single Deck Trailers with Euro Pallet Boxes/Sleeved 1800mm Pallets (Gaylords)

- Euro Pallet Boxes (800 x1200mm) are not the same as Cardboard Rigid Stackable Containers (1000 x 1200mm)



Note:

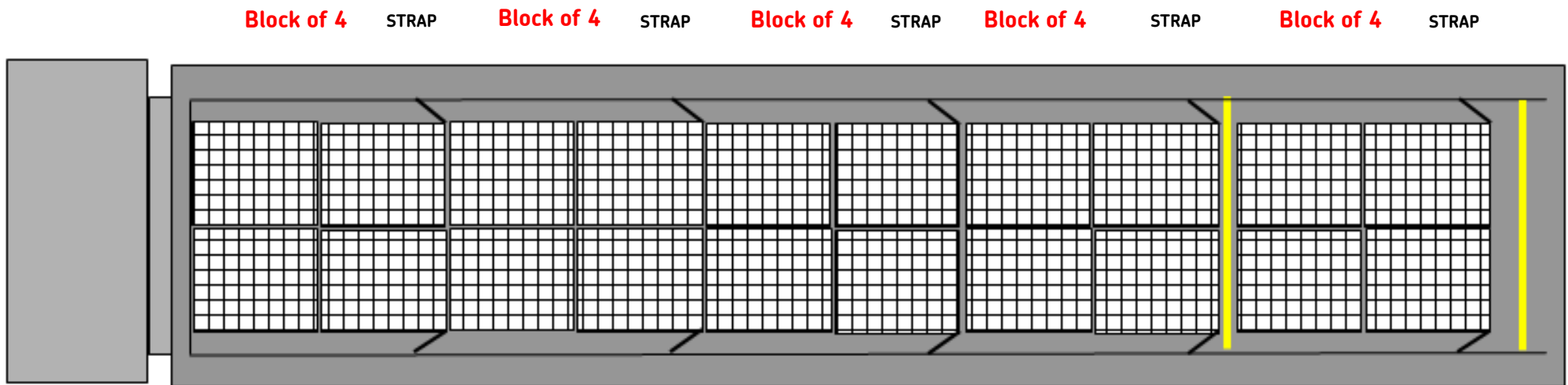
- **Euro Pallet Boxes and Sleeved Pallets (Gaylords) to be single stacked**
 - **Single Stacked Euro Pallet Boxes:** A set = 4
 - **Folded/Sowed Euro Pallet Boxes** Maximum of 8 high: A set = 32
- **Each Set or part Set of Euro Pallets Boxes/Sleeved Pallets (Gaylords) must be secured the same as RSCs as detailed in the Transport of Yorks and RSCs SSoW.**
 - **Box Trailers:** A single, horizontal strap across the middle of each Set or part Set, two horizontal straps if double stacked or criss-crossed for stacked, folded/stowed Euro Pallet Boxes.
 - **Curtain-sided Trailer:** As above.

Royal Mail Operations: Vehicle Load Plans – Single Deck Trailers

Note: Double-Deck Trailers are not covered by these load plans.

Load Plan for **Single Deck Trailers** with **Pallets**

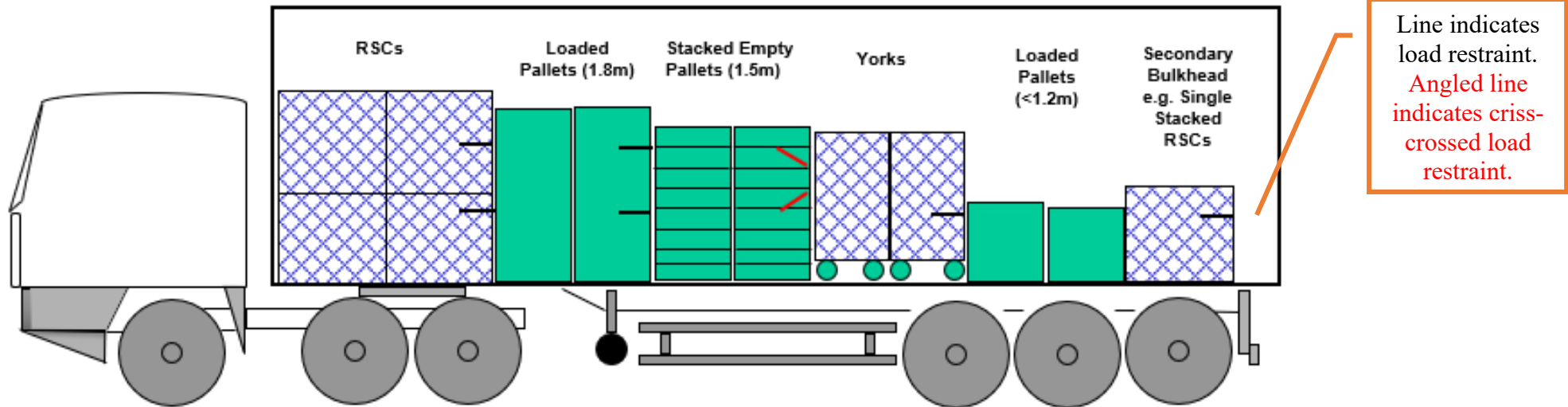
Capacity 20 x GKN Pallets with a maximum of 1,000kg per pallet.



Royal Mail Operations: Vehicle Load Plans – Single Deck Trailers

Note: Double-Deck Trailers are not covered by these load plans.

Load Plan for Single Deck Trailers with Mixed Containers/Pallets



- Different Containers can be loaded on to a trailer in Blocks/Sets, each Block/Set must only contain one type of container.
- Containers should be loaded tallest type first, for example: -
 - 1st – Double stacked RSCs/FSCs/CRSCs etc. (or equivalent height combination of folded and assembled FSCs).
 - 3rd – Loaded Pallets – 1.8m/6ft high
 - 2nd – Stacked Empty Pallets – 5ft/1.5m stack
 - 4th – Yorks assembled or nested
 - 5th – Loaded Pallets less than 1.2m will need to be restrained a secondary bulkhead e.g. 3 Yorks or 2 single RSCs.
- Each Block/Set or part Block/Set must be secured the same as detailed in the Transport of Yorks and RSCs SSoW.
 - **Box/Curtain Trailers [Double stack capable]:**
 - Two horizontal straps across each set or part set of loaded pallets, double stacked containers;
 - Criss-crossed for stacked empty pallets or folded/stowed FSCs/CRCs/EPB; and
 - A single strap across Yorks.
 - **Box Trailers [Single stack capable]:** **No stacked empty pallets or folded/stowed FSCs/CRCs/EPBs.** A single, horizontal strap across the middle of each Set or part Set.



Royal Mail Operations: Vehicle Load Plans – Single Deck Trailers

Note: Double-Deck Trailers are not covered by these load plans.

Vehicle Load Plan Authorisation			
	Author	Consultation & Technical Support	Authorisation
Name (print)	Stuart Harrison	Richard Low, Paul Arandall & Karl Maginn	James Cannon
Signature	S Harrison	R Low, P Arandall & K Maginn	J Cannon
Date	18/11/2020 24/11/2020 04/12/2020 J Cannon 03/11/2021	18/11/2020 24/11/2020	19/11/2020 24/11/2020 04/12/2020 03/11/2021
Master Copy on SHE Knowledge Database (printed copies may not match current version)			

Royal Mail Operations: Vehicle Load Plans – 95 York Double Deck Trailer (95 DDT)



The 95 Double Deck Trailer (95 DDT) can be identified from the other Royal Mail Group Double Deck Trailers by the distinctive yellow bi-fold gates on the Movable deck (see image below).

The 95 DDT is **designed** to carry: -

- ✓ Palletised loads, wheeled/non-wheeled containers and loose loads (see load plans); and
- ✓ Loads on the Lower Deck whilst the Top Deck [raised] is empty.

The 95 DDT is **not designed or suitable** for: -

- ✗ Ride on MHE – pedestrian powered/non-powered MHE only;
- ✗ Stacked Containers (empty, full or partially loaded) – single stacked containers only; and
- ✗ Being moved in the Double Deck configuration with the Lower/fixed deck empty.



Deck Configurations: -

1. **Single Deck** – The lightweight movable deck in its lowest position
 - Max Payload is **12,250kg**
2. **Double Deck** – Movable deck in its upper position.
 - Max Payload [Trailer, combined payload of both decks]: **19,000kg**
 - Max Payload [Top Deck]: **9,500kg** (but must be lighter than the Lower deck)
 - Deck Capacity/Footprint: -
 - Non-Wheeled Containers: 20 x GKN (1000 x 1200mm)/24 x Euros (800 x 1200mm),
 - Wheeled Containers: 46/49 x Assembled Yorks/136 x Nested Yorks
 - Max Payload Height: -
 - 1.5 metres on the Top Deck and 1.8 metres on the Lower Deck
3. **Mid-Range Position (95 DDT only)** – Movable deck in mid-position (loose loads only)

Load Configurations Principles: -

- The Top deck must use the same Weight Category or lighter than the Lower Deck, this excludes Super Heavy and Heavy Weight categories (see table below).
- Each deck must use only one Weight Category, no mixing Weight Categories on a deck.
- When using the same Weight Category on both decks, the number of Pallets/Non-Wheeled Containers on the top deck must be reduced by half a Set e.g. 5 down to 4.5.
- A Set is a single group of Containers to be restrained e.g. 4 RSCs etc. (see load plans).
- Super Heavy are not suitable for the lightweight movable deck whether up or down.
- The driver is responsible for the trailer on the road and can refuse to take the trailer if there are reasons to believe that the trailer is not balanced, a deck or the trailer is overloaded.
- The Indoor team are responsible for ensure the trailer is loaded in accordance with this Vehicle Load Plan.

Royal Mail Operations: Vehicle Load Plans – 95 York Double Deck Trailer (95 DDT)



Weight Categories:

Weight Categories (Lower Deck)	Range (GKN Footprint)	Deck Payload	Top Deck Capacity (Double Deck Configuration)
1. Extra Light	<110kg	<2,200kg	Extra Light (MINUS ½ Set)
2. Light	110-200kg	2,200-4,000kg	Light (MINUS ½ Set) or lighter
3. Medium	200-300kg	4,000-6,000kg	Medium (MINUS ½ Set) or lighter
4. Medium-Heavy	300-400kg	6,000-8,000kg	MediumHeavy (MINUS ½ Set) or lighter
5. Heavy	400-612kg	8,000-12,250kg	Lights (MINUS ½ Set) or lighter
6. Super Heavy	>612kg	>12,250kg	None

Weight Category with **example** load types:

Weight Category	Example Load Type	Typical Weights (GKN Equivalent)
1. Extra Light	Non-Wheeled Containers (Assembled and Empty)	EPB = 30kg, Plastic FSC = 65kg, Metal FSC = 93kg Metal RSC = 106kg
2. Light	Pallets (Loaded - Packets/ Stacked Parcels)	120kg
2. Light	Pallets (Loaded - Bagged Parcels)	120kg
2. Light	Yorks (Assembled and Empty Based on 49 deck)	122kg
2. Light	Plastic FSC (Packets/Stacked Parcels)	160kg
2. Light	Pallets (Loaded - Empty Trays – 14 tray/1.7m high)	165kg
2. Light	Pallets (Loaded - Bagged letters)	180kg
4. Medium-Heavy	Yorks (Nested based on 136 per deck)	340Kg
4. Medium-Heavy	EPB (Loaded - Stacked Mail Bundles 0.5m high)	360kg
4. Medium-Heavy	Yorks (100% Load - Parcels)	122-367Kg
5. Heavy	Plastic FSC (90% Loaded - Mail Bundles)	500kg
5. Heavy	Yorks (100% Load - Letters)	367-612Kg
6. Super Heavy	Metals RSC/FSC (Loaded Max Fill - Mail Bundles)	750kg
6. Super Heavy	Metal RSC/FSC (Loaded - Loaded Trays)	750kg
6. Super Heavy	Pallet (7 Layers of 10 fully Loaded 10kg Trays) *	725kg
Not Suitable	Pallets/Non-Wheeled Containers (Folded/Stacked)	Not Applicable

Containers and Container Types:

Container Type	Containers	Unladen Weight
Wheeled Container	York	50kg
Non-Wheeled Container	Plastic FSC (aka Magnum)	65kg
Non-Wheeled Container	Metal FSC	93kg
Non-Wheeled Container	Metal RSC	106kg
Non-Wheeled Container (Pallet Box)	Cardboard RSC	28kg
Non-Wheeled Container (Pallet Box)	Euro Pallet Box (EPB)	25kg
Pallet	Euro Pallet	25kg
Pallet	GKN Pallet	28kg

Royal Mail Operations: Vehicle Load Plans – 95 York Double Deck Trailer

Load Plan for 95 DDT with Assembled/Loaded Yorks

Movable/Top Deck

	STRAP 10 Yorks				STRAP 13 Yorks				STRAP 13 Yorks				STRAP 10 Yorks				
REAR	10 7 4				13 10 7 4				13 10 7 4				10 7 4				FRONT
	9 6 3				12 9 6 3				12 9 6 3				9 6 3				
	8 5 2 1				11 8 5 2 1				11 8 5 2 1				8 5 2 1				

Fixed/Lower Deck

	STRAP 13 Yorks				STRAP 13 Yorks				STRAP 13 Yorks				STRAP 10 Yorks				
REAR	12 10 7 4				13 10 7 4				13 10 7 4				10 7 4				FRONT
	13 9 6 3				12 9 6 3				12 9 6 3				9 6 3				
	11 8 5 2 1				11 8 5 2 1				11 8 5 2 1				8 5 2 1				

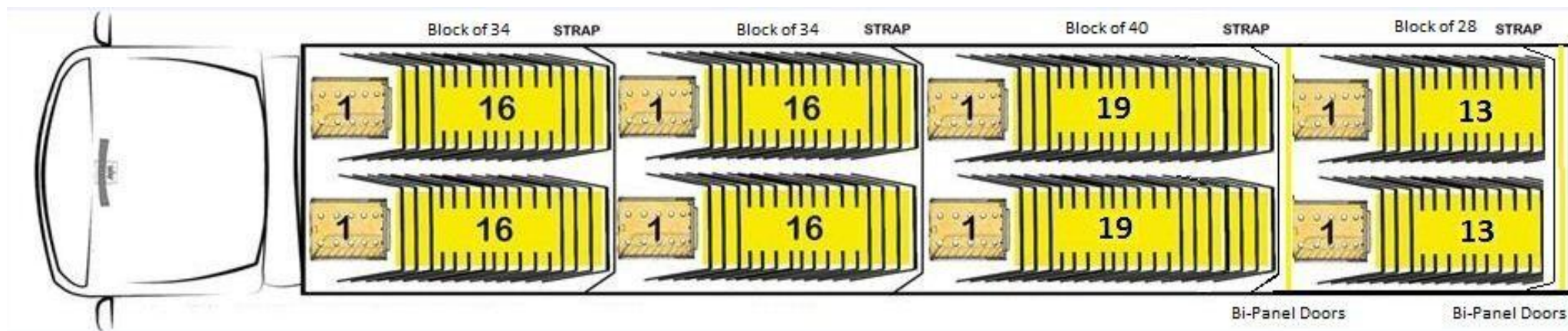
Always check the actual load plan displayed on the inside of the vehicle.

Note: It is essential the heavier Yorks are placed on the Lower Deck and ideally down the centreline of the trailer.

Movable/Top Deck: Nested York containers

$$2 \times 34 + 1 \times 40 + 1 \times 28 = 136$$

- 2 assembled Yorks on the bulk head 16 nested either side then strap.
- 2 assembled then 16 either side then strap
- 2 assembled then 19 either side then strap
- 2 assembled then 13 either side then strap



Fixed/Lower Deck: Nested York containers

$$4 \times 34 = 136$$

- 2 assembled Yorks on the bulk head 16 nested either side then strap.
- 2 assembled then 16 either side then strap
- 2 assembled then 16 either side then strap
- 2 assembled then 16 either side then strap

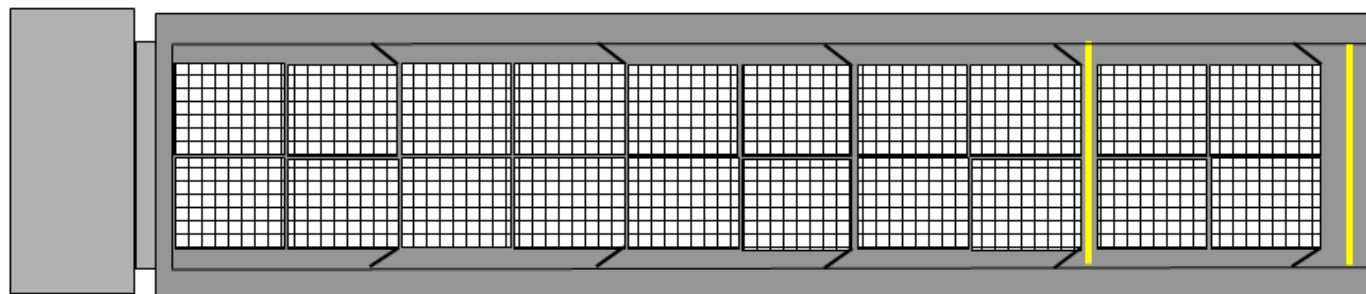
Overall Vehicle Carrying Capacity = 272 Nested York Containers

Royal Mail Operations: Vehicle Load Plans – 95 DDT

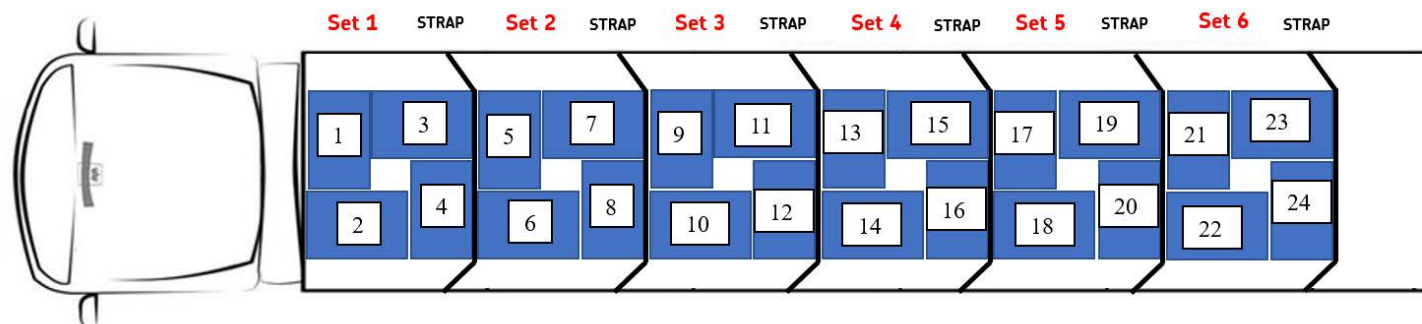
Load Plan for 95 DDT with Non-Wheeled Containers/Pallets

Deck Capacity/Footprint: -

- 20 x GKN footprint (1000 x 1200mm)
 - **Double Deck Configuration:** Total Payload 19,000kg = Average of 475kg per container/pallet
 - **Single Deck Configuration:** Deck Payload 12,250kg = Average of 612kg per container/pallet
 - Sleeved Cardboard 1800mm pallets (Gaylords) **only** with the moveable deck in the lowered position.
- 20 x Euro footprint (800 x 1200mm)
 - **Double Deck Configuration:** Total Payload 19,000kg = Average of 395kg per container/pallet
 - **Single Deck Configuration:** Deck Payload 12,250kg = Average of 510kg per container/pallet
 - **Note:** The Bottom/Fixed Deck can take 24 x Euro footprint pallets (see 2nd image below, showing “Alternating” layout)

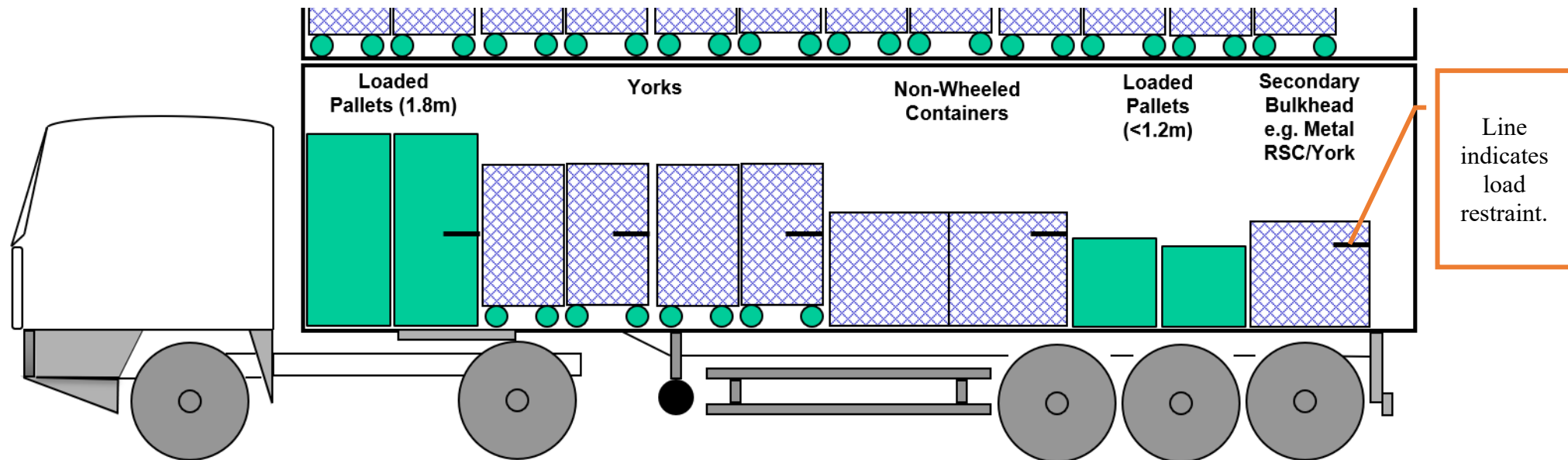


Euro footprint alternating layout – bottom deck only:



- Each Set or part Set must be secured the same as RSCs as detailed in the Transport of Yorks and RSCs SSoW

Load Plan for 95 DDT with Mixed Containers and Pallets



Note:

- **Different Containers can be loaded on each deck in Blocks/Sets but:** -
 - Each deck must have containers/pallets of the same weight category.
 - Each Block/Set must be of the same container i.e. do not mix containers in each Set.
- **Each Block/Set or part Block/Set must be secured the same as detailed in the Transport of Yorks and RSCs SSoW** i.e. a single, horizontal strap across the middle of each Set or part Set. **Do not use the yellow fall restraint strap, this is not a load strap.**
- **Pallets/Containers should be loaded tallest type first and no stacked pallets or containers (even empty or folded ones), e.g.:** -
 - **1st – Loaded Pallets** – (Lower Deck Max 1.8m/6ft high, Top Deck Max 1.5m/5ft high (1.8m if in Single Deck Configuration))
 - **2nd – Yorks** assembled or nested
 - **3rd – Non-Wheeled Containers** (single stacks only – do not stack, even if empty or folded)
 - **4th – Loaded Pallets less than 1.2m** will need to be restrained by a secondary bulkhead e.g. 3 Yorks or 2 single metal RSCs

Royal Mail Operations: Vehicle Load Plans – 95 DDT



Vehicle Load Plan Authorisation			
	Author	Consultation & Technical Support	Authorisation
Name (print)	Stuart Harrison	Richard Low	James Cannon
Signature	<i>S Harrison</i>	<i>R Low, Paul Arandall, Karl Maginn, Matt Chappell</i>	<i>J Cannon</i>
Date	01/12/2020 04/12/2020 09/12/2020 02/11/2021	30/11/2020 04/12/2020 09/12/2020 02/11/2021	02/12/2020 04/12/2020 09/12/2020 02/11/2021
Master Copy on SHE Knowledge Database (printed copies may not match current version)			

Royal Mail Operations: Vehicle Load Plans – 95 DDT



Key Learning Objectives		Coach/ Instructor's Initials	
01	Deck configurations		
02	Load configuration principles		
03	Weight category Matrix		
04	Load type examples		
05	Load plans		
08	Practical Observation		
Trainee's Comments:			
Coach/Instructor's Comments:			
Employee being trained – I have completed a course of instruction and training in this system of work.			
Signature		Date	
Print Name			
Coach / Instructor – I am <u>authorised</u> to undertake this task. I have observed the above trainee and I'm satisfied that they can perform the task safely in accordance with this system of work.			
Signature		Date	
Print Name			

Royal Mail Operations: Vehicle Load Plans – 95 DDT



Verification of Understanding			
Employee being trained:			
Name		Date	
<u>Please circle the correct answer(s)</u>			Tick if correct
Question 1.	When using the double-deck trailer in the single-deck configuration, the maximum payload is?		
Answer	a. 19,000kg b. 12,250kg c. 9,500kg		
Question 2.	The top deck Weight Category must be		
Answer	a. A heavier Weight Category than the bottom deck b. Only the same Weight Category than the bottom deck c. The same Weight Category or lighter than the bottom deck, excluding Super Heavy and Heavy categories		
Question 3.	When using the same Weight Category on both decks, the number of pallets/non-wheeled containers must be		
Answer	a. Increased by half a <u>set</u> on the top/moving deck b. Equal on both decks c. Reduced by half a <u>set</u> on the top/moving deck		
Question 4.	An example of a Medium-Heavy load type is		
Answer	a. Yorks (100% load – parcels) b. Metal Containers (loaded – loaded trays) c. Pallets (loaded – bagged letters)		

Royal Mail Operations: Vehicle Load Plans – 95 DDT



Question 5.	Dependent on container Weight Category the maximum Euro pallet footprint, when loading both decks has a combined capacity of		
Answer	<ul style="list-style-type: none"> a. 20 pallets b. 24 pallets c. 44 pallets 		
Question 6.	When loading mixed loads each <u>block/set</u> of containers/pallets must be		
Answer	<ul style="list-style-type: none"> a. The same Weight Category and of the same container type b. A different Weight Category c. The same container type but a different Weight Category 		
Manager/Coach's Comments:			
Manager (Can only authorise individual who get 100%) – I authorise you to operate in accordance with this system of work and training provided. .			
Signature		Date	
Print Name			



Operating Methods for the Transport of Loaded & Empty RSC / York Containers in Royal Mail Vehicles

This supersedes all previous loading instructions and is a **mandatory** requirement.

Prepared by: Royal Mail Network
Richard Low P/L 5700 7295

Version 2

29/11/2005 **Additional sections added August 2015 and October 2017**

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Page 12	Section 5	Loading Methods - Yorks - Using a Dock Leveller - Fore & Aft method
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Page 26	Section 11.6	Loading vehicles over 740cf using tail lift
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Page 27	Section 11.8	Unloading vehicles over 1400cf using a tail lift
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Page 32	Section 15	Mk 4 Parcel York Loading – Nested (updated Oct 2017)

Preface

This has been produced to ensure that a uniform method of load control is in existence throughout the transport sections within the business.

This Policy should be the definitive reference, but must be considered when performing site specific Risk Assessments/SSoW.

Additionally, on all new curtain sided vehicles we have revised the strapping positions for York containers, whereby an additional cleat has been fitted and some extra eyes in the webbing. This has proved to be more secure than the existing method, especially in stop/start conditions or where there is a high frequency of sleeping policemen. It is available as a retro fit should the need arise.

Only staff instructed to operate dock levellers, tail lift and mechanical handling equipment should do so.

Under no circumstances, Must any Mechanical Handling Equipment be driven over Bridging Plates or Tail Lifts.

Introduction

Preventative safety measures: -

- a) The task is to be carried out by a person with no known existing medical condition that require consideration.
- b) The task is not to be carried out by a young person (under 18), without supervision.
- c) Due consideration to be given to any task likely to be carried out by an individual who has informed their line manager they are pregnant.
- d) Adequate competent supervision is available.
- e) Adequate environmental conditions will be provided before any work starts.
- f) Adequate Safe Access & Egress is available to the workplace/work area.
- g) Plant & Equipment is suitable, sufficient and adequately maintained and subject to “**before use checks**”.
- h) That the tasks are carried out by a competent (trained or sufficiently experienced) or where appropriate an authorised person.
- i) The employee will utilise all control measures provided for their health & safety including any appropriate PPE identified.
- j) The employee will report any faults in the work equipment or shortcomings in the health & safety systems to their line manager before commencing the task.
- k) Employees will have had manual handling training.
- l) Vehicles/trailers are parked correctly in a designated parking bay/area.
- m) Employees should check that the ‘MHE Loading Label’ is fitted and that the trailer is suitable for its intended use.

1. Operating Principles - Curtain sided vehicles

1. Reverse the vehicle onto the dock, open the shutter and deploy the dock leveller, if doors are fitted it will be necessary to open these first before reversing onto the dock. If a tail lift is fitted it will be necessary to lower the tail lift and reverse it below the dock leveller.
2. All vehicles must be fitted with load restraint straps. Which should be checked/replaced prior to loading. In addition the posts and cleats should be inspected for serviceability. If in doubt contact your line manager.
3. All straps should be fitted in the stowed position prior to loading from rear. (See figure 1). This will avoid damage to the straps.
4. If side loading, open curtains and slide load-retaining posts/roof supports rearwards, if required. Also ensure that the straps are not likely to create a hazard whilst loading/unloading commences.
5. Wherever possible heavy RSCs should be loaded as the lower container.
6. Under no circumstances must there be missing RSCs in any load situations, any shortages must be met by filling the gaps with Empty RSCs, this is vital to ensure that the load cannot move. (See figure 7)
7. Carefully drive in with the forklift or powered pallet truck and place the first RSC on the left or right hand side up against the bulkhead.
8. Load each single or double stack of RSCs in the vehicle ensuring they are centrally located and longitudinally positioned.
9. If required, Load second row of RSCs until a block of four is made (Max). i.e.:- 2 rows. (See Figure 4)
10. Working from inside the body, release the first strap from its stowage point and ensure that it passes over the top corner of the rearmost RSC, then across the rear of the load and is secured to an accessible floor or post hook receiver forward of the rear of the load. (See Figure 2, 3 & 6)
11. Release the second strap from its stowage point and position as above creating a cross over of straps on the rear face of the containers. Repeat for every 2 rows. (Maximum of two rows before strapping)
12. If only single RSCs are being collected, the diverting cleat must be used to lower the strap. This is located below the strap fixing point on every column and is rearward facing.
13. Do not mix single and double stacked RSCs within a group of 2 rows, double stacked containers must never be positioned rearward of single RSCs.
14. York containers may be carried in combination with RSCs but must always be rearward of a block of 4 RSCs. RSCs must not be loaded rearward of York containers (see figure 7).

2. Side loading for Curtain Sided vehicles

If there is a requirement to load/unload through the side of a trailer or rigid vehicle, perhaps at a customer collection then the following process should be used:

1. Ensure that the vehicle is on firm level ground and that the park brake is fully applied.
2. Refer to the manufacturers information for correct method of curtain operation, however in most cases:
 - Release the buckles and release the tension in the curtain side.
 - Disengage the curtain support pole, if loading an empty vehicle then the load should go in by the bulkhead first.
 - Slide the curtain evenly along the side of the vehicle, this will avoid bunching and potential jamming of the curtain. Whilst opening the curtain check for open/loose gates and the risk of falling items. Do not run when moving the curtain.
 - There are many variants and you should refer to the manufacturers information for correct method of support pole operation, however in most cases, you should lift up the locking handle and slide the pole until it is clear and safely away from the area that you are working. It maybe necessary to climb into the vehicle and ensure that the load restraint is correctly stowed so that the pole is easily moved.
3. Ensure that the area is free from personnel whilst the FLT is working.
4. Access and Egress to the trailer must be via the steps provided. Refer to the Access and Egress SSoW.
5. The load should be suitably secured when the first block of four single or eight double RSCs is made. It will be necessary to refit the roof support poles before the straps can be correctly positioned. Particular care should be made by the FLT operator to ensure sufficient clearance above and below the RSCs whilst loading or unloading is being undertaken.

Only when the above points have been met should loading commence

Loading

1. The loading of all curtain sided trailers must commence from the front end of the trailer. All RSCs are to be loaded with the gates facing outwards. Do not load RSCs that are damaged or with gates hanging off. Remember to always assess the load.
2. The Strapper assists the FLT operator in moving the sliding post forward on either side of the trailer to clear the double stack. FLT operator then loads the first two doubles. The Strapper then assists the FLT operator to slide the removed posts back in place and lock them in position.
3. The FLT operator then loads the next two doubles. The Strapper then gains access to the trailer and passes the straps over the top of the RSCs and down to the FLT operator where the Strapper secures the strap clip/hook onto the second pin on the trailer forward of the rear of the RSCs (figure 6).

It is important that the buckle sits to the side of the RSC to prevent damage from the positioning of the next cage. The Strapper tightens the strap whilst the FLT operator locks down the buckle.

4. Continue this process until you reach the last two doubles that need to be loaded. The Strapper needs to climb down from the trailer whilst until the last two doubles are being loaded and then assist the FLT operator to slide the removed posts back in place and lock them in position. The Strapper can then climb back onto the trailer to fit the last two straps.

5. Replace the curtain post and engage the tensioner lock, tension the front end of the curtain. Engage stow handle and re-fit the safety catch. Fit and tension the curtain straps.

Unloading

1. Unloading to commence from the back end of the trailer. FLT operator and the Strapper to release the first two end straps. Strapper then gains access to the back of the trailer and removes the straps from the first two RSCs and secures the straps to the end posts.
2. Strapper then steps down from the trailer and assists the FLT operator in moving the sliding post forward on either side of the trailer to clear the double stack.
3. FLT operator then removes the first two double stacks. Under No circumstances must the Strapper re-enter the trailer until these two doubles have been removed.
4. Strapper then slides the removed posts back in place and locks them in position by means of the cantilever-locking device. The Strapper then releases the next set of straps before climbing back up on the trailer. The Strapper then removes the straps from over the RSCs and hands them down to the FLT operator who will place them safely on the side of the sliding post until the sliding posts are moved.

The Strapper should ensure that they are clear of the RSCs whilst the next two doubles are removed.

5. Once the RSCs are removed, the Strapper can assist the FLT operator to move the next two sliding posts from within the trailer. These should be secured next to the first two sliding posts. Once the next two doubles have been removed the Strapper can assist the FLT operator to slide the removed posts back in place and lock them in position.
6. The FLT operator then releases the next set of straps, to allow the Strapper to remove the straps from over the RSCs and hand them down to the FLT operator who will place them safely on the side of the sliding post until the sliding posts are moved.

The Strapper should then ensure that they are clear of the RSCs whilst the next two doubles are removed.

7. Repeat steps 5 & 6 to unload the rest of the trailer.

3. Box vehicles

1. Reverse vehicle onto dock, open the shutter and deploy the dock leveller, if doors are fitted it will be necessary to open these first, before reversing onto the dock. Only trained personnel should use a dock leveller. If a tail lift is fitted it will be necessary to lower the tail lift and reverse it below the dock leveller.
2. Wherever possible heavy RSCs should be loaded as the lower container.
3. Under no circumstances must there be missing RSCs in any load situations, any shortages must be met by filling the gaps with Empty RSCs, this is vital to ensure that the load cannot move. (See figure 7)
4. Check that the vehicle/trailer has the 'safe working MHE load label' fitted. This must be observed.
5. All vehicles must be fitted with load restraint straps. Which should be checked/replaced prior to loading. If in doubt contact your line manager.
6. All straps should be stowed prior to loading. This will avoid MHE damaging the straps.
7. Ensure that the RSCs are positioned longitudinally, (as figure 4)
8. Secure using straps directly across the rear of the load, (See figure 5) after each two rows of RSCs ensuring the straps are positioned with their ends forward of the rear of the load.
9. Do not mix single and double stacked RSCs within a row, double stacked containers must never be positioned rearward of single RSCs. (See figure 7)
10. York containers may be carried in combination with RSCs but must always be rearward of RSCs.

4. Load security diagrams

Figure 1

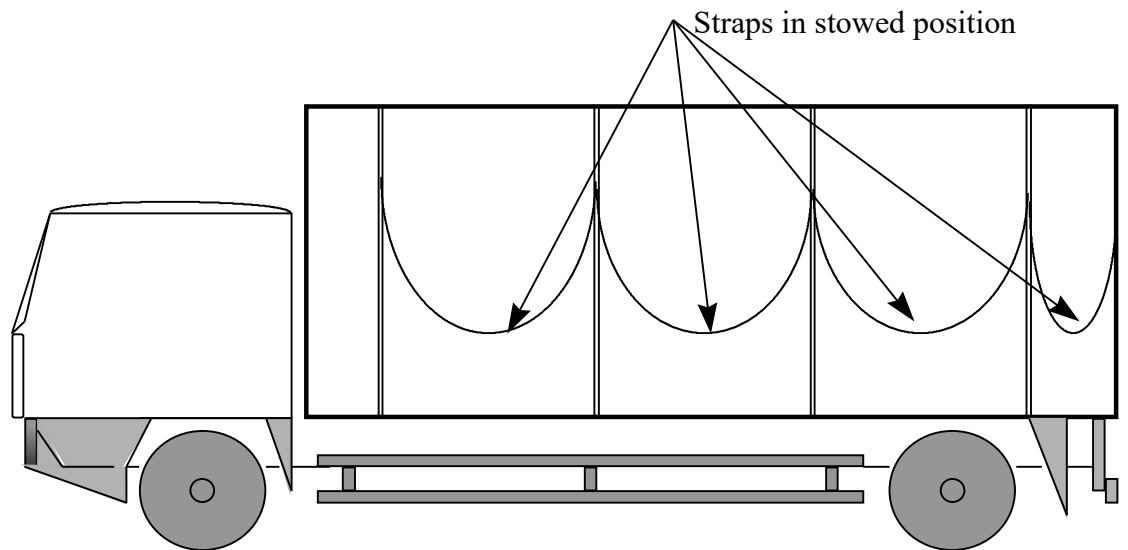


Figure 2

Rear view of fitted straps used on a curtain side vehicle.

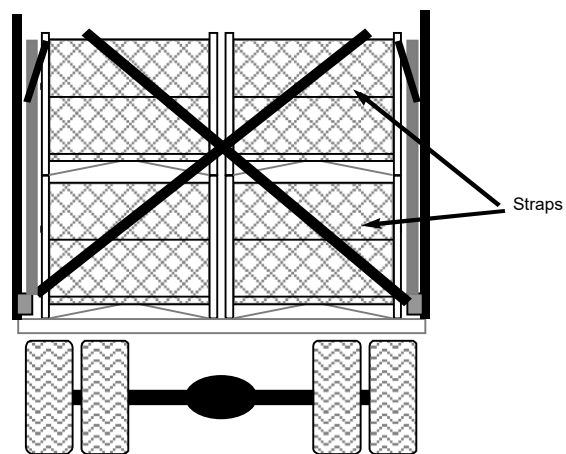


Figure 3

Curtain sided vehicle, showing correct route for load security straps.

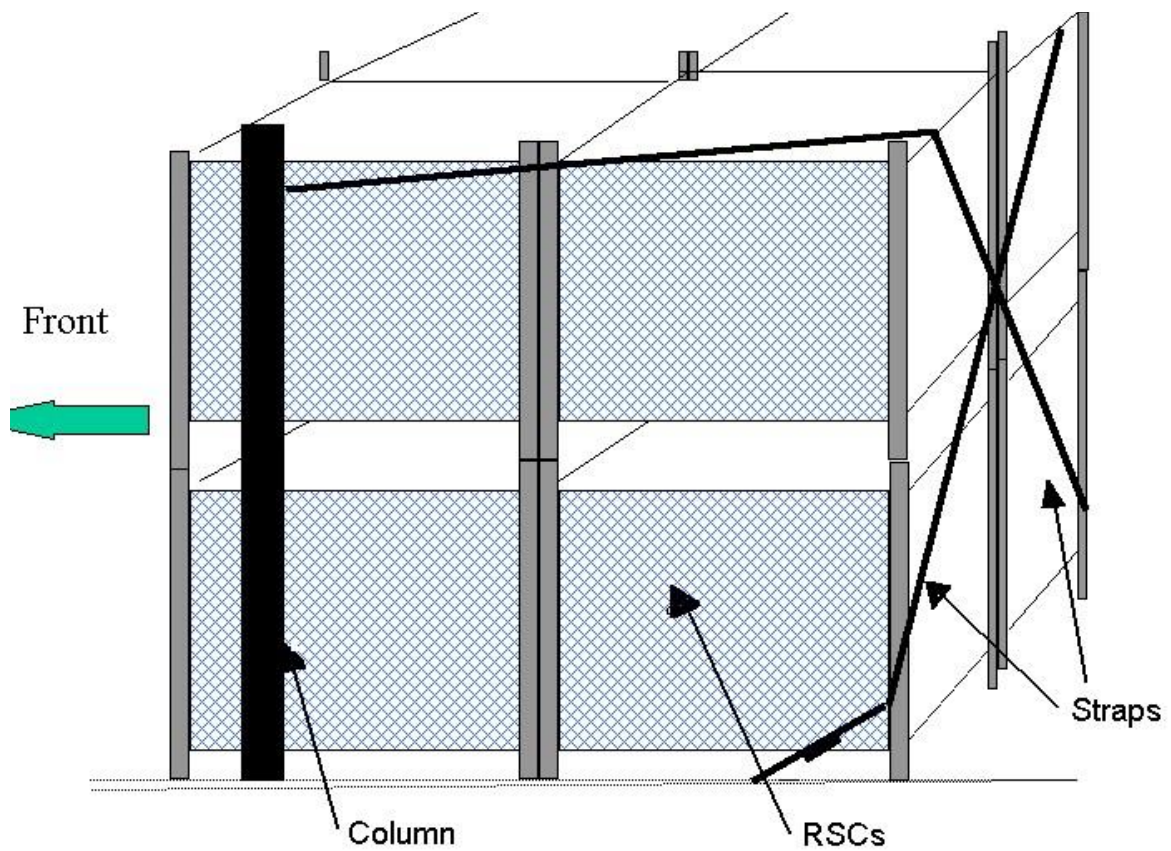


Figure 4

Showing two blocks of four RSCs.

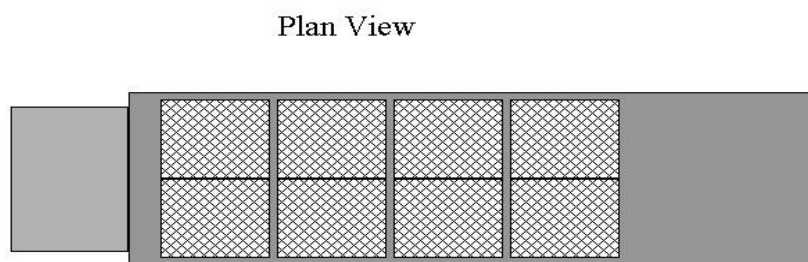


Figure 5

This shows the correct layout for Box Vehicles

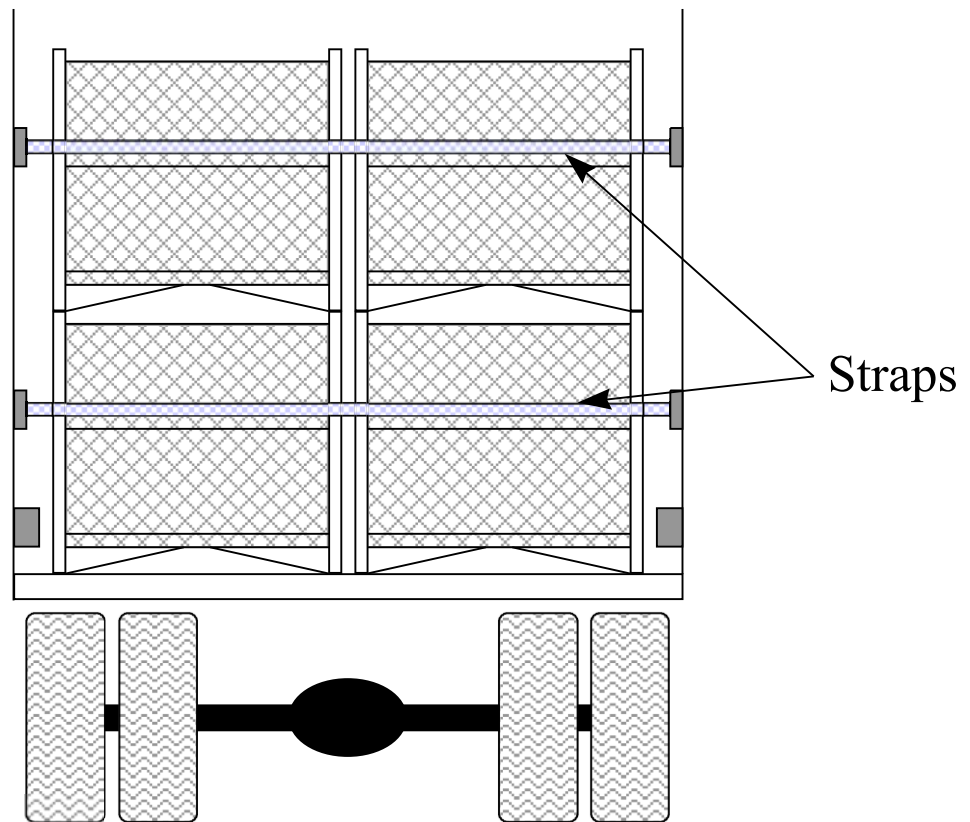
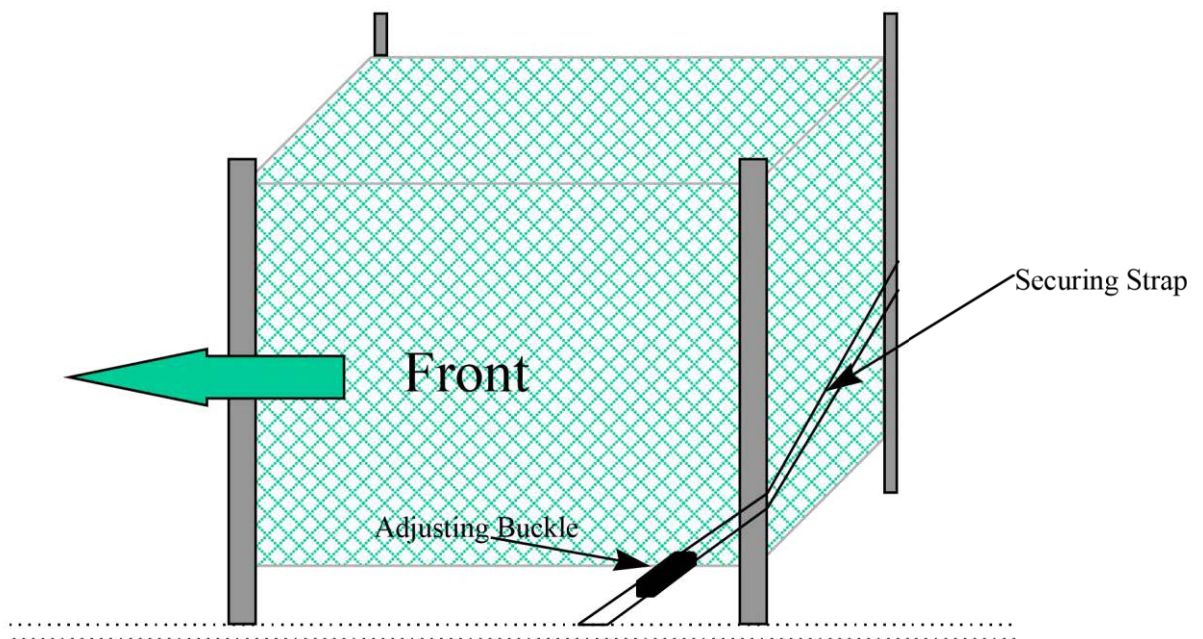


Figure 6

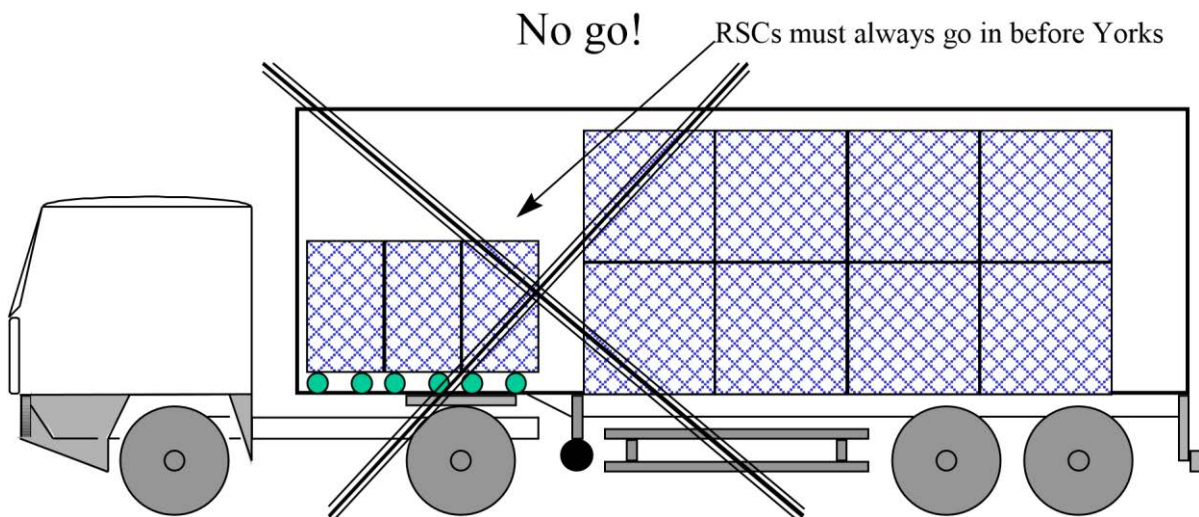
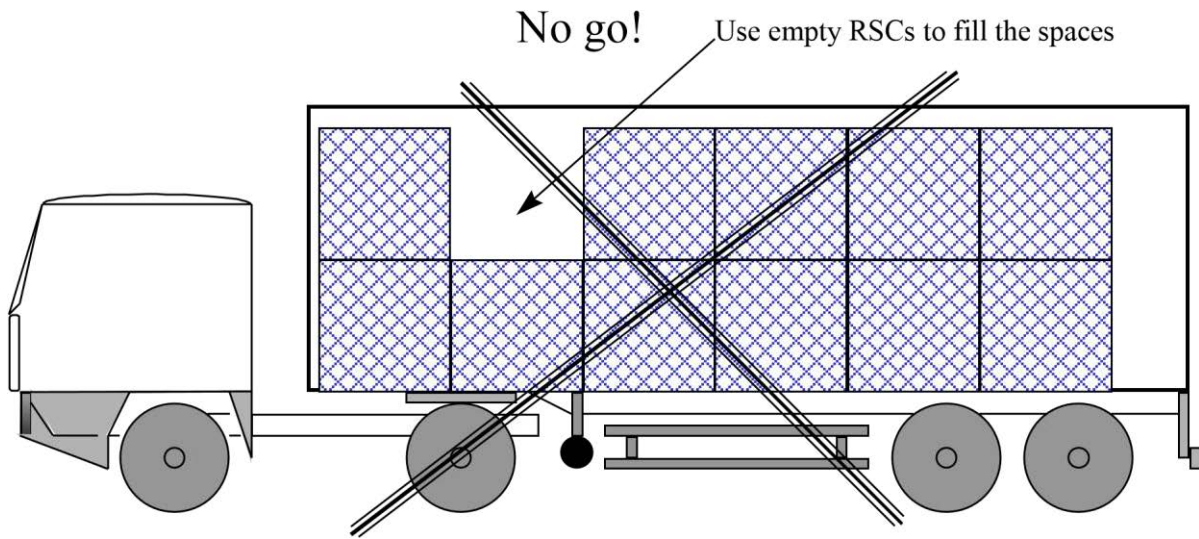
Curtain side – correct strap position



This shows correct position of strap buckle

Figure 7

Under no circumstances must loads be transported like the examples below, this applies to both box bodies and curtains.



5. Loading Methods – Yorks

Loading vehicles using a dock leveller - Fore & Aft method

1. Reverse vehicle on to dock and deploy the dock leveller. Only trained personnel should use a dock leveller. If a tail lift is fitted it will be necessary to lower the tail lift and reverse it below the dock leveller.
2. Check that vehicle is fitted with sufficient number of serviceable load restraint straps, also ensure that the trailer is fitted with lowering cleats. Check that support posts are located in their correct upper and lower positions and that the straps are in the parked position ready for loading. i.e. Hooked on to front of the next rearward support post.
3. FIRST YORK - Using the yellow handle, push the loaded York over the dock leveller into the vehicle and park it against the headboard. Position it centrally from vehicle sides (Fig 2). Ensure the brake is applied.
4. SECOND & THIRD YORK- position it either side of the first York. This should leave a space of approximately 200 mm between the sides of the curtains/box and the Yorks.
5. Repeat steps 3 & 4 for additional Yorks until three rows (9 Yorks) have been placed in the vehicle. (See figure 3)
6. When York containers are not available in multiples of three i.e. 11 Yorks, secure as one block of 9 and one row of 2, if possible complete any shortfalls with empty Yorks.
7. Unhook the strap from its park position and route the strap around the strap-diverting cleat, (figure 5) ensuring that the strap remains in position and the buckle is in the 'free' mode. Locate the strap round the rear of the Yorks, follow across to the opposite side and hook the strap onto either the receiver at the bottom of the post or if more than one row is being secured, into a floor receiver forward of the load. Tighten the strap and lock using the over centre buckle.
8. Repeat with opposite side load restraint strap.
9. Repeat steps 3 to 7 for additional Yorks.

5a. Loading Methods – Yorks

Loading trailers using a dock leveller – Block of 13 method

This enhanced load plan enables an extra 4 Yorks to be loaded compared to the conventional fore and aft method allowing a total of 49.

1. Reverse vehicle onto the dock and deploy the dock leveller. Only trained personnel should use a dock leveller. If a tail lift is fitted it will be necessary to lower the tail lift and reverse it below the dock leveller.
2. Check that the vehicle is fitted with a sufficient number of serviceable load restraint straps. If using a curtain side trailer ensure it is fitted with lowering cleats. Check that the support posts are located in their correct upper and lower positions and that the straps are in the parked position ready for loading. i.e. Hooked onto the front of the next rearward support post.
3. To ensure an even load spread, place the heavier Yorks along the centre of the trailer i.e. positions 3, 6, 9 & 12 etc.
4. **FIRST YORK** - Using the yellow handle, push the loaded York over the dock leveller into the vehicle. Once at the headboard turn it to face the right hand wall of the trailer leaving 100mm between the front of the York and the trailer sidewall. Ensure the brake is applied.
5. **SECOND YORK**- position it next to the first York at 90 degrees to the headboard leaving 100mm between the front of the York and the side of the trailer.
6. **THIRD & FOURTH** - Wheel the next York to the front of the trailer parking it against the headboard to the left of the other Yorks. Position the next York to the left of the previous one, which should leave approx 100mm between the side of the York and the trailer side.
7. Load the remaining Yorks using the sequence in figure 3, which will give you a block of thirteen.
8. Unhook the strap from its park position and route the strap around the strap-diverting cleat, (figure 5 when using a curtain sided trailer) ensuring that the strap remains in position and the buckle is in the 'free' mode. Locate the strap round the rear of the Yorks, follow across to the opposite side and hook the strap into a floor receiver forward of the load. When loading a box trailer, hook the strap into the opposite load track. Tighten the strap and lock using the over centre buckle
9. When using a curtain sided trailer, Repeat with the opposite side load restraint strap.
10. When York containers are not available in blocks of 13, if possible complete any short falls with empty Yorks. Alternatively revert to the conventional fore and aft method.

Unloading trailer using a dock leveller – block of 13 method

The Yorks should be unloaded in the reverse order, using any available free space to rotate Yorks slightly when necessary to release any bags that have become caught between the containers.

You must ensure that the load security straps, once released, are correctly stowed in their park position.

6. Loading vehicles and trailers using a tail lift

A vehicle tail lift must be used to load Yorks from ground level or from intermediate docks. Only trained personnel are allowed to operate tail lifts. Always read the lift operating instructions.

1. Lower the open tail lift platform to the ground or intermediate dock, in line with tail lift operations, ensure roll stops are in the pop up mode. Push loaded York on to tail lift. Allow York rear wheels to rest against raised roll stop and apply the brake. Always load the offside York first. Repeat for the second York if necessary. For RSCs load onto tail lift turn through 90 degrees and then lower the HPT.
2. For Cantilever lifts, ensure the platform is level, raise the platform to vehicle floor level and transfer York containers into the vehicle.

Once the York is inside the vehicle, procedure for loading is the same as steps 3 to 8 in section 5 and steps 3 to 9 in section 5a.

Unloading vehicles using a tail lift

The procedure to be used is the reverse of the above, however you should ensure that the load security straps once released are correctly stowed in the park position using the hooks provided. (See Figure 4)

Ensure tail lift platform is level (Cantilever lifts) and roll stops are in the raised position before unloading Yorks. Fixed wheels only (Not swivel wheels) to be rested against roll stop, apply the York brake before lowering the platform.

Only release the brakes on York containers you intend to move.

For RSCs ensure that the roll stops are lowered and platform is flat, RSC to be lowered onto platform before operation of the tail lift commences.

7. Yorks – Latest Strapping type

1. Reverse vehicle on to dock and deploy the dock leveller. Only trained personnel should use a dock leveller. If a tail lift is fitted it will be necessary to lower the tail lift and reverse it below the dock leveller. If loading the vehicle using a tail lift refer to the instructions in section 6.
2. Check that the vehicle is fitted with a sufficient number of serviceable load restraint straps. Check that support posts are located in their correct upper and lower positions and that the straps are in the parked position ready for loading, i.e. Hooked on to front of the next rearward support post.
3. Load the Yorks using either the procedure described in steps 3 to 6 in section 5 or steps 3 to 7 in section 5a.
4. Unhook the strap from its park position and route the strap around the lower strap-diverting cleat (figure 5), ensuring that the strap remains in position and the buckle is in the 'free' mode. Pull the strap round to the approximate centre on the middle York, repeat for other side.
5. Hook the straps into the sewn in ring on the opposite webbing (both). Tighten the strap and lock using the over centre buckle. One strap buckle will face inwards, this should be locked in the approximate centre of the Yorks and all tightening should be carried out only on the strap that is rear facing. (See following picture)
6. Not all vehicles will be equipped with sewn in webbing rings, it is acceptable to use hook to hook for locating the straps.

Repeat steps 3 to 5 for additional Yorks. (See fig 2)

This example shows the correct location for the buckles and final position of the straps.



These show the webbing type retainers, please note however, it is acceptable to use the hooks directly together on vehicles not equipped with the orange webbing loops.



8. Load Security Diagrams

Figure 1

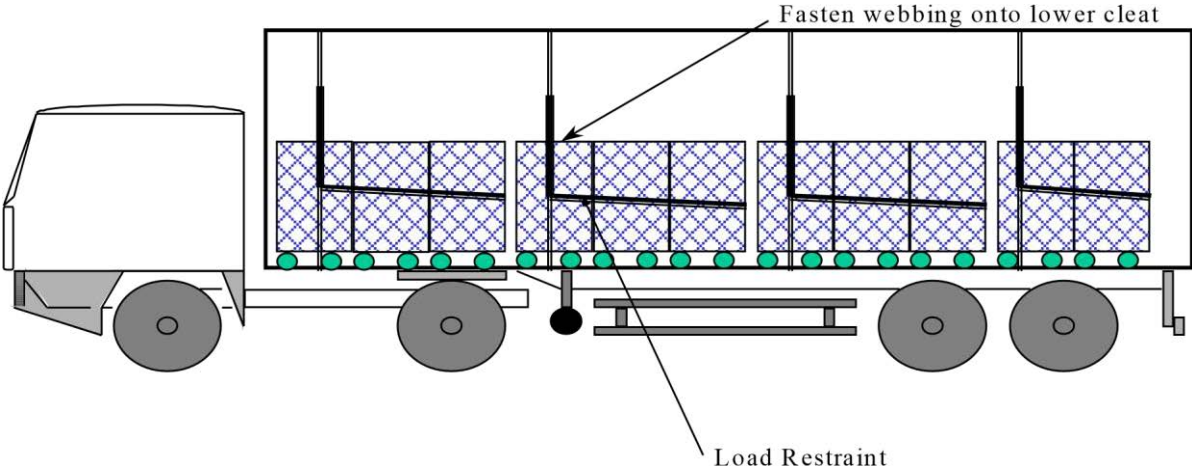


Figure 2

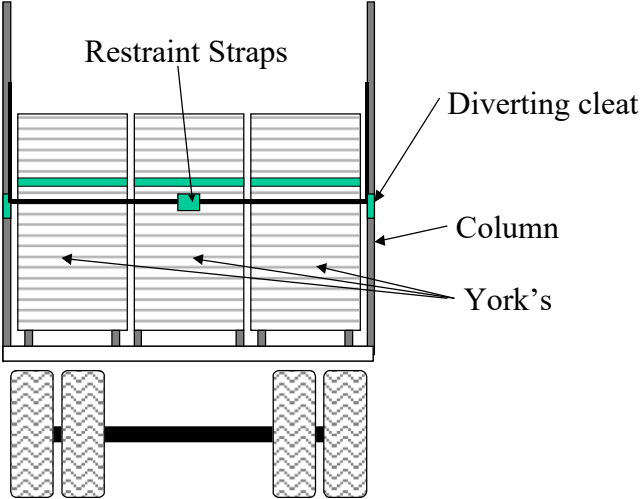


Figure 3

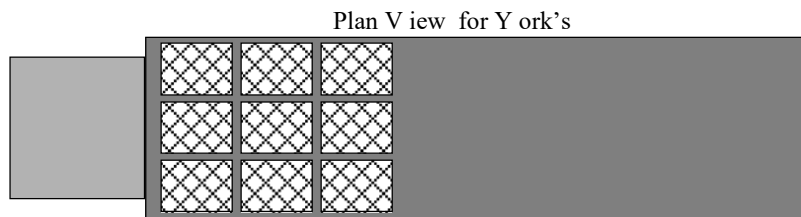


Figure 3a

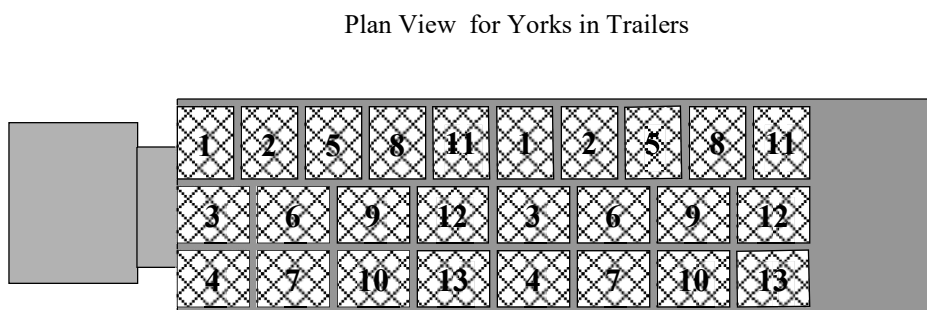


Figure 4

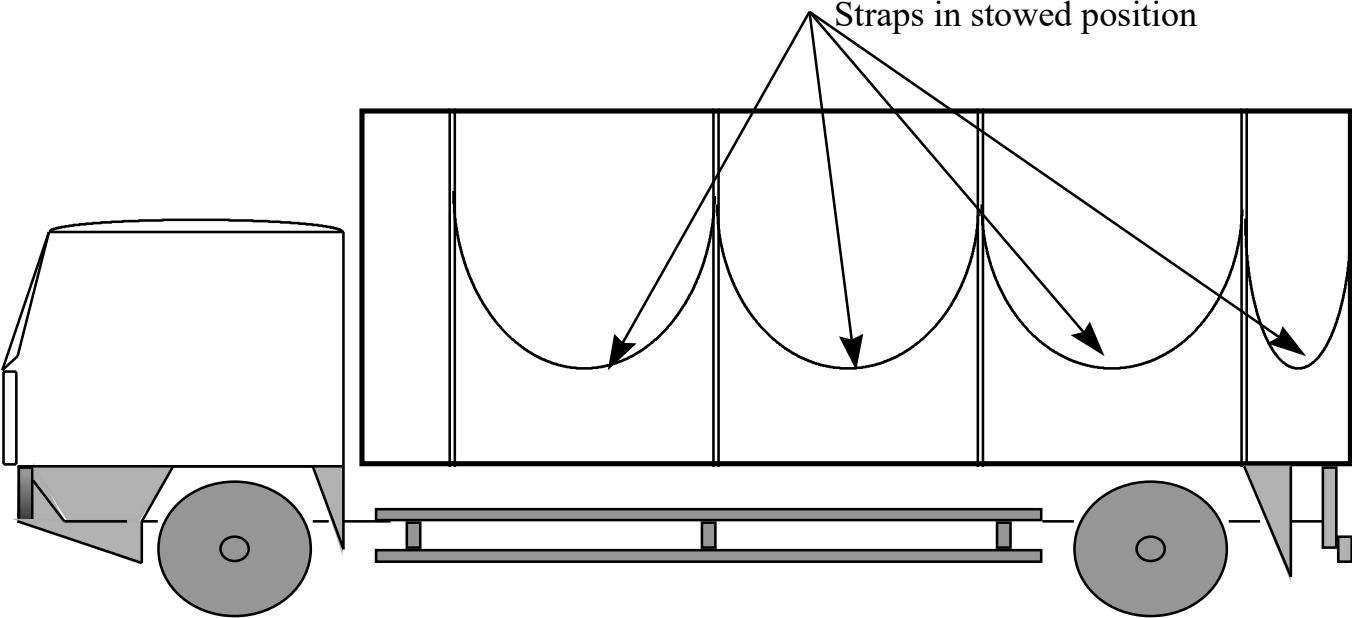


Figure 5
Diverting Cleat



9. Loading Methods for mixed loads RSCs and Yorks

1. Reverse vehicle on to the dock and deploy the dock leveller. Only trained personnel should use a dock leveller. If a tail lift is fitted it will be necessary to lower the tail lift and reverse it below the dock leveller.
2. Check that the vehicle is fitted with a sufficient number of serviceable load restraint straps. Check that support posts are located in their correct upper and lower positions and that the straps are in the parked position ready for loading ie hooked on to the front of the next rearward support post.
3. Load RSCs, please note that if double stacked, batches of 8 (two full rows) must be carried. Any part loads must be met by either filling with empties or breaking the load down to single level.

Note: No mixing of loads is possible with double stacked RSCs unless they meet above criteria.

Mixing of loads, RSCs and Yorks is possible as long as the RSCs are in a batch, then two rows of three Yorks can be securely strapped.

Under no circumstances must any other combination be carried, **RSCs must always be loaded first.** (See figure 1)

RSCs only, Unhook the strap from its park position and ensure the buckle is in the 'free' mode, locate the strap round the front of the RSC, follow across to the opposite side and hook the strap onto the receiver at the bottom of the post forward of the load. Tighten the strap and lock using the over centre buckle. Use the same method for opposite side. (See figure 2 of the RSC load securing diagrams).

Yorks only or RSC combination, Prior to loading. Unhook the strap from its park position and route the strap around the strap-diverting cleat. Ensuring that the strap remains in position and the buckle is in the 'free' mode. Locate the strap round the rear of the Yorks, follow across to the opposite side and hook the strap onto either the receiver at the bottom of the post or if more than one row is being secured, into a floor receiver forward of the load. Tighten the strap and lock using the over centre buckle. (See figure 2)

4. Repeat with opposite side load restraint strap.
5. Repeat steps 7 to 8 (Section 5 - Loading Methods) for additional Yorks.

Alternatively use the superseded strapping arrangement for Yorks (if fitted).

Loading vehicles and trailers using a tail lift

A vehicle tail lift must be used to load Yorks from ground level or from intermediate docks. Only load RSCs individually on a tail lift. Under no circumstances must MHE be driven over a tail lift. A tail lift must never be used as a bridging plate for MHE.

- | | |
|--------|--|
| Step 1 | Lower the open tail lift platform to the ground or intermediate dock, in line with tail lift operations, ensure roll stops are in the pop up mode. Push the loaded York onto the tail lift. Allow York rear wheels to rest against raised roll stop and apply the brake. Always load the offside York first. Repeat for the second York if necessary. For RSCs load onto tail lift turn through 90 degrees and then lower the HPT. |
| Step 2 | For Cantilever lifts, ensure the platform is level. Raise the platform to vehicle floor level and transfer York container/RSC into the vehicle. |

Once the York/RSC is inside the vehicle, procedure for loading is the same as steps 2 to 8 in section 3 for a box vehicle and steps 3 to 6 in section 5 for curtain sided vehicles.

Unloading Vehicles using a tail lift

The procedure to be used is the reverse of the above, however you should ensure that the load security straps once released are correctly stowed in the park position. (See figure 4, Section 8)

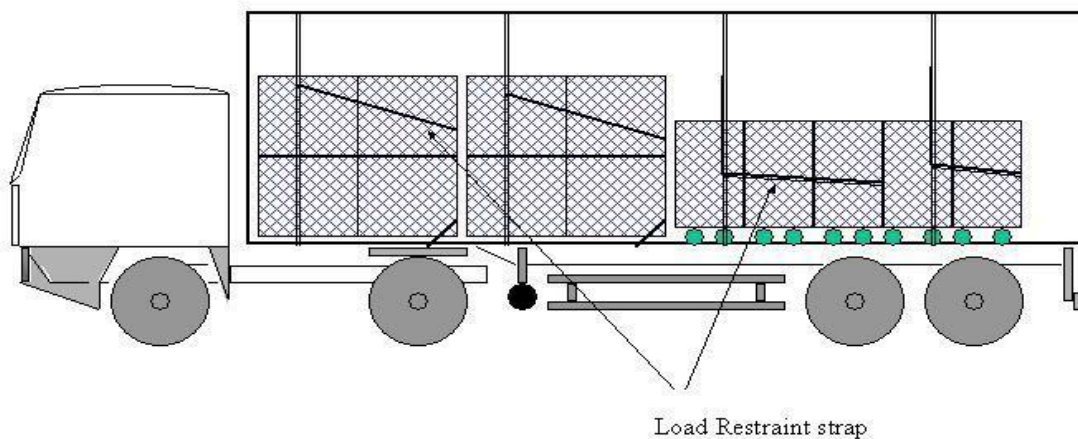
Ensure tail lift platform is level (Cantilever Lifts) and roll stops are in the raised position before unloading Yorks. Fixed wheels only (Not swivel wheels) to be rested against roll stop, apply the York brake before lowering the platform.

Only release the brakes on the York containers that you intend to move.

For RSCs ensure that the roll stops are lowered and the platform is flat. RSC to be lowered onto the platform before operation of the tail lift commences.

10. Load Security diagrams for mixed loads

Figure 1



11. Moving Empty Yorks

The operating methods apply to vehicles designed to carry York containers, which can be loaded/unloaded from a dock leveller, or tail lift.

Operating Principles

1. All vehicles must be fitted with load restraint straps.
2. The preferred method of moving empty York containers is in the single assembled state. If tail lifts are used this is the only acceptable method. It is acknowledged that significant time advantages can be gained from moving multiple nested Yorks. However, this method should only be considered where dock levellers are available and where ground conditions are good.
3. A local risk assessment must be carried out to ensure that the method selected for moving empty Yorks is acceptable.
4. A York container should always be moved in the assembled state when loading to or unloading from a vehicle using a tail-lift.
5. The principles for handling York containers described in the "Handling the Future" Containerisation manual must be observed. The only variation in this Safe Systems Of Work relates to the nesting arrangement in road vehicles, and the movement of nested Yorks in the specific circumstances described in this document.
6. It is only necessary to nest York containers in road vehicles when the quantity exceeds vehicle capacity for assembled York containers.

IMPORTANT Risk assessment has demonstrated that loading nested Yorks on vehicle tail lifts involves intolerable risks and must not be used under any circumstances.

Operating Methods

11.1 Loading 550cf ~ 740cf vehicles using dock leveller

Figure 1 (P27) shows the loading pattern for these vehicles.

- STEP 1 Reverse vehicle on to dock and position dock leveller. If a tail lift is fitted, it will be necessary to lower the tail lift and reverse it below the leveller.
- STEP 2 Check that vehicle is fitted with sufficient number of serviceable load restraint straps. (See table 1, P28)
- STEP 3 FIRST YORK - Using the yellow handle push the assembled York over the dock leveller into the vehicle and park it against the head board in an assembled state. Position it approximately 200mm (8 inches) from vehicle side (Fig 1). Ensure the brake is applied.
- STEP 4 SECOND YORK - Repeat Step 3 for second York but position it on the other side of the vehicle. This should leave a space of approximately 400 mm between the two Yorks.
- STEP 5 Wheel next assembled York into the vehicle until approximately one metre from the parked Yorks. Walk to front (open end) of the York, lift and lock the base in upright position.
- STEP 6 Walk back to the braked end of the York, release brake, splay open the sides of the York and nest the York over the assembled York and apply the York brake.
- STEP 7 Repeat steps 5 to 6 except that the York is nested in a second row ensuring that it overlaps the nested York in row 1. Successive Yorks should be positioned approximately one metre behind the previously nested York before being collapsed and nested alternatively in row 1 and then in row 2, maintaining the overlapping of York sides between the Rows.
- STEP 8 Repeat above process until all Yorks are loaded. Ensure that a minimum space of 500 mm is left at the rear of the vehicle to provide a working space when unloading Yorks using a tail lift.
- STEP 9 Secure the load using a load restrain strap.

Notes

1. It is essential that the Yorks are nested alternatively on the left and right, building up both rows evenly. This will make nesting and un-nesting of Yorks much easier.
2. Each nested York must be braked in turn to avoid movement on gradients.

IMPORTANT Under no circumstances should the vehicle be loaded with only a single row of nested Yorks.

11.2 Loading 550 cf~740cf vehicles using a tail lift

Where a dock leveller is not available, a vehicle tail lift must be used to load Yorks from ground level or from intermediate docks.

STEP 1 Lower tail lift to ground or intermediate dock and push assembled York on to Tail lift by following the process for loaded Yorks.

STEP 2 Raise tail lift to vehicle floor and transfer York container into the vehicle.

STEP 3
FIRST YORK – Using the yellow handle push the York against the headboard in assembled state, approximately 200mm (8 inches) from vehicle side (fig 1).
Ensure that brake is applied.

Once the York is inside the vehicle, the procedure for loading is the same as steps 4 to 8 in section 11.1.

11.3 Unloading 550cf ~ 740cf vehicles using dock leveller

IMPORTANT Yorks must be unloaded in a correct sequence otherwise it will be difficult to un-nest the Yorks.

STEP 1 Reverse vehicle on to dock and position dock leveller. If a tail lift is fitted, it will be necessary to lower the tail lift and reverse it below the leveller.

STEP 2 Release load-restraint strap and store safely.

STEP 3 Identify the York in one row that overlaps a York in the second row (in fig 1 this is a York in row 2). This is the first York to be unloaded. Release brake on this York. Grasp the two-hinged sides of the Yorks and splay the York side open and pull it backwards, clear of the nested Yorks.

STEP 4 Apply brake, walk around to front open end of the York, and assemble the York.

STEP 5 Walk around to the braked end of the York, release brake and manoeuvre York around and push it to park area.

STEP 6 Repeat above steps ensuring that Yorks are unloaded from alternate rows in a correct sequence.

Note During transit, compacting may occur and a certain amount of manoeuvring may be necessary to untangle the castor mounting.

11.4 Unloading 550cf-740cf vehicles using a tail lift

The procedure for unloading vehicles is similar to section 11.3 except that the Yorks have to be lowered to the ground or intermediate dock using a tail lift.

When unloading Yorks using a tail lift, each York must be assembled before being loaded onto a tail lift.

11.5 Loading vehicles over 740cf using a dock leveller

Figure 2 shows a loading pattern for 1400cf and larger vehicles.

Table 1 shows the number of **straps** which **must** be used for each vehicle **type**, when loaded to **its** maximum capacity.

For each vehicle size loaded to capacity, block sizes are suggested in Table 1.

Two methods for loading vehicles may be used.

Method A

Where empty Yorks to be loaded to a vehicle are stored in an assembled form, the loading procedure is similar to the procedure in section 11.1 except that the strict nesting sequence is not necessary due to the wider body of the vehicle. Both rows should still be built up progressively to ensure that there will always be a straight face of Yorks across the two rows, which will allow for effective securing of the load.

Method B

Where the empty Yorks are already stored in a nested form, the Yorks may be moved and loaded in a nested form as described in this section.

CAUTION This method of moving empty Yorks involves increased risk due to:

- reduced control
- exposed knuckles
- less than optimum manoeuvrability.

Local managers are required to carry out a local risk assessment to ensure that conditions are suitable for moving nested Yorks. Staff must be informed of any risks.

OPERATING METHOD

- STEP 1 Load the first two Yorks in an assembled state as per steps 3 & 4 in section 11.1.
- STEP 2 Walk to a row of nested Yorks and pull two or three nested Yorks clear from the rest of nested Yorks.
- STEP 3 Walk to the brake end of the Yorks and then grab the top of nested side frames of the Yorks.
- STEP 4 Exercising caution, manoeuvre and push the nested Yorks over the dock leveller and push the nested Yorks over the first assembled York in the vehicle.
- STEP 5 Apply the York brake to the last York.
- STEP 6 Repeat step 4 above , except, nest Yorks over the second assembled York.
- STEP 7 Repeat above process, nesting Yorks in the alternate rows.

Note A load restraint strap **must** be used to secure each "block" of nested Yorks - maximum of 40 Yorks per block (2 rows of 19).

11.6 Loading vehicles over 740cf using tail lift

The loading procedure is similar to the procedure in section 11.2 except that the strict nesting sequence is not necessary due to the wider body of the vehicle. Both rows should still be built up progressively to ensure that there will always be a straight face of Yorks across the two rows. This will allow for effective securing of the load.

11.7 Unloading vehicles over 740cf using a dock leveller

Two methods for unloading vehicles may be used

Method A

If the Yorks to be unloaded are required to be stored in an assembled state, the procedure for unloading is similar to the procedure outlined in section 11.3 except that the Yorks may be unloaded from either row and a strict sequence does not have to be followed, although desirable.

Method B

If the Yorks to be unloaded are to be stored nested then the following procedure should be used.

CAUTION This method of moving empty Yorks involves increased risk due to:

- reduced control
- exposed knuckles
- less than optimum manoeuvrability.

Local managers are required to carry out a local risk assessment to ensure that conditions are suitable for moving nested Yorks. Staff must be informed of any risks.

OPERATING METHOD

- STEP 1 Release load restraint strap and store it, clear off the floor.
- STEP 2 Release the York brake and pull two or three nested Yorks clear from the row of nested Yorks.
- STEP 3 Walk to the open end of the nested Yorks, grab the top of nested side frames of the Yorks.
- STEP 4 Exercising caution, manoeuvre and push the nested Yorks from the open end, over the dock leveller and push the nested Yorks to storage location and nest them over existing row of nested Yorks or start a new row.
- STEP 5 Repeat steps 2 to 4 until unloading is completed.

11.8 Unloading Vehicles over 1400cf using a tail lift

The procedure used here is the same as the procedure in section 11.4 except that the unloading sequence is not critical.

12. Nested Yorks Load security

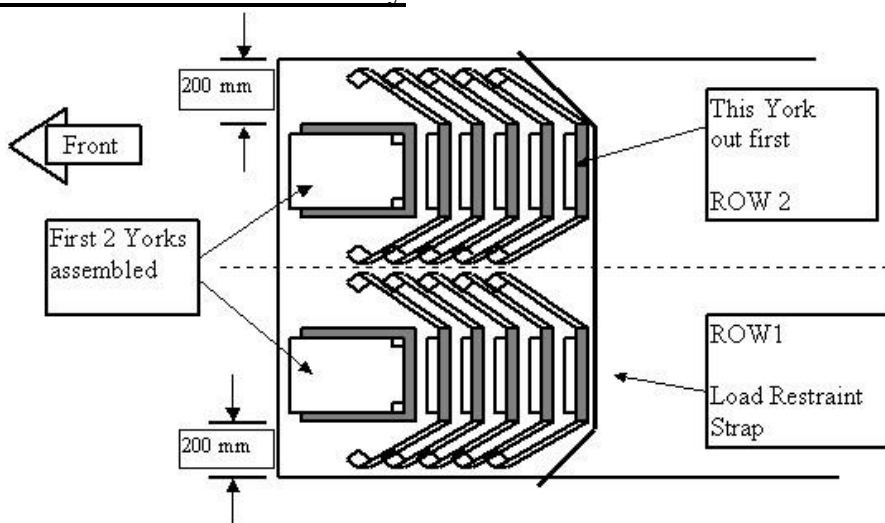


Figure 1 - Loading Pattern for Vehicles 550cf to 740cf

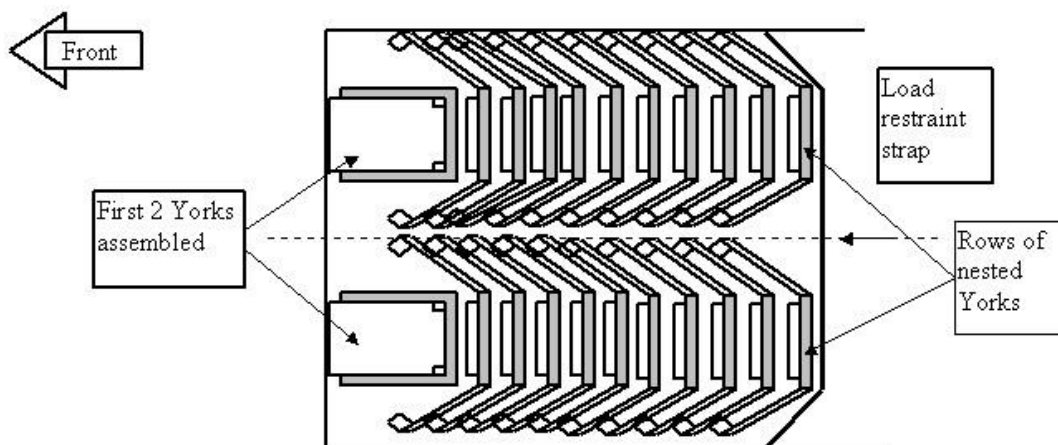


Figure 2 - Loading Pattern for Vehicles 1400cf and above

13. Vehicle Capacities

Table 1 shows expected capacities for vehicle types using the loading pattern as per fig 1 & 2, and the number of vehicle load restraint straps which must be used to secure the load. The notes below correspond to each vehicle type and specifies the number of Yorks to be restrained by each strap.

TABLE 1

Vehicle	Width mm	Length mm	Height mm	Load Pattern Note 1	Total no of Yorks Note 2	Total no of Load Restraint Straps	Remarks
550 cf 6 Tonne IVECO Ford	2080	3330	1000	Fig 1	24	1	Note 3
600 cf GRP Box Body	2100	4100	1000	Fig 1	34	1	Note 4
740 cf GRP Box Body	2085	4870	1065	Fig 1	48	1	Note 5
1400 cf 17t GRP Leyland	2365	7260	1320	Fig 2	72	2	Note 6
9.1m GRP Box TIDD Semi Trailer	2380	9130	1300	Fig 2	90	3	Note 7
12.2m GRP Box TIDD Semi Trailer	2360	12120	1270	Fig 2	120	4	Note 8

13.4m GRP Box Semi trailer	2370	13260	1250	Fig 2	136	4	Note 9
13.6m GRP Box Semi trailer	2440	13300	2580	Fig 2	136	4	Note 9

Notes

1. Load pattern Figure 1 has two rows of nested Yorks loaded in specified sequence.
2. This allows 500 mm working space at rear of vehicle.
3. One assembled + 11 nested per row X 2 rows
4. One assembled + 16 nested per row X 2 rows
5. One assembled + 23 nested per row X 2 rows
6. Two blocks - each block of 36 Yorks (18 nested Yorks X 2 rows)
7. Three blocks - each block of 30 Yorks (15 nested Yorks X 2 rows)
8. Four blocks - each block of 30 Yorks (15 nested Yorks X 2 rows)
9. Four blocks - each block of 34 Yorks (17 nested Yorks X 2 rows)

All vehicle capacities allow for approximately 500 mm of operating space at the rear of the vehicle.

14. Load Plan Mini-Yorks

Approved Load plans (reference SAC1 Transportation and restraint of mini York's v.2.2)

15. Load Plan Mk 4 Parcel Yorks

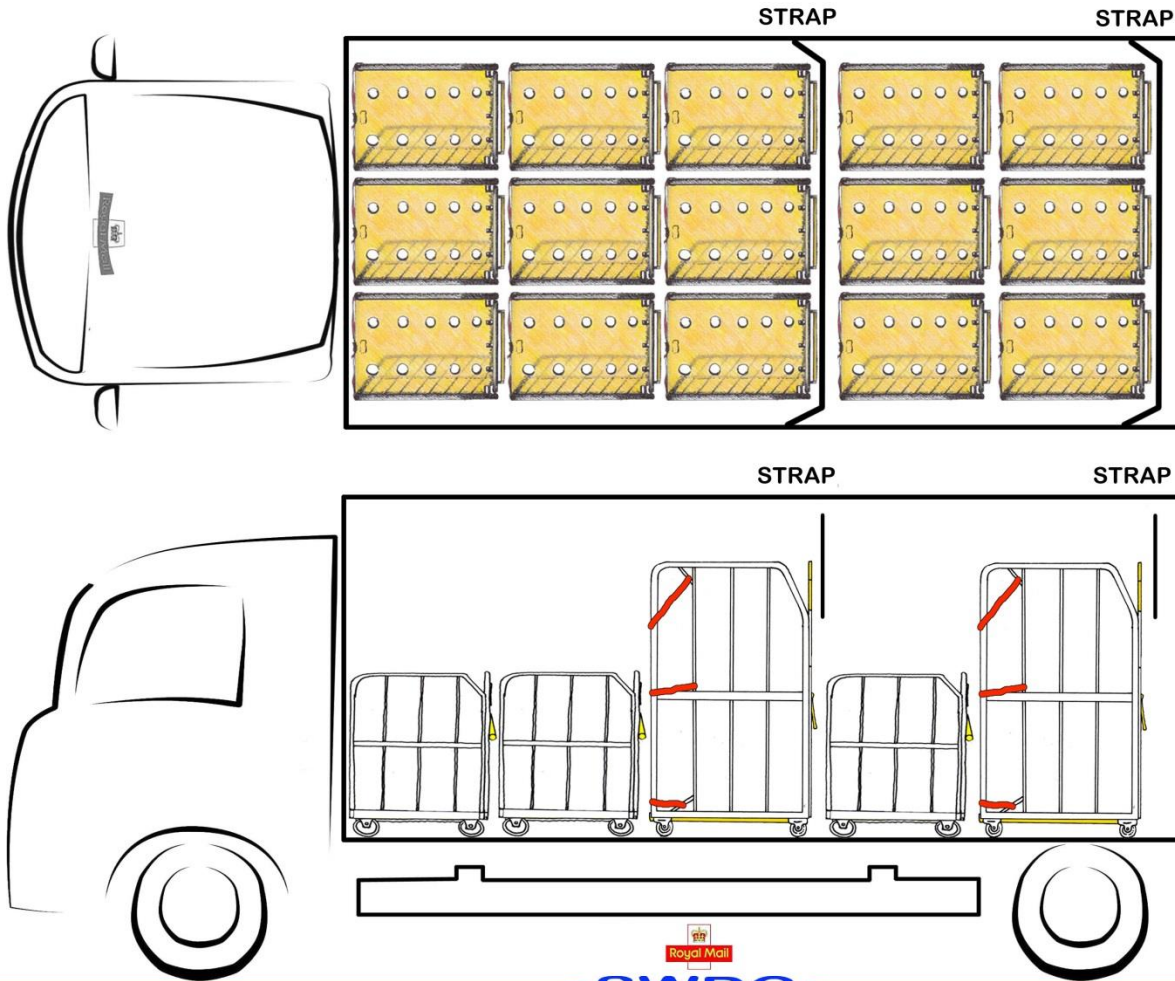
Approved Load plans (reference York Container Mk4 SAC1 & WECSA)

MINI YORK LOADING PLAN



Apply the brake to each assembled york and the last york of a nest

FOR 7.5 TONNE VEHICLE LOADED WITH
9 ASSEMBLED MINI YORKS AND 6 FULL SIZED YORKS.
THE FULL SIZED YORKS CAN BE LOADED OR UNLOADED.



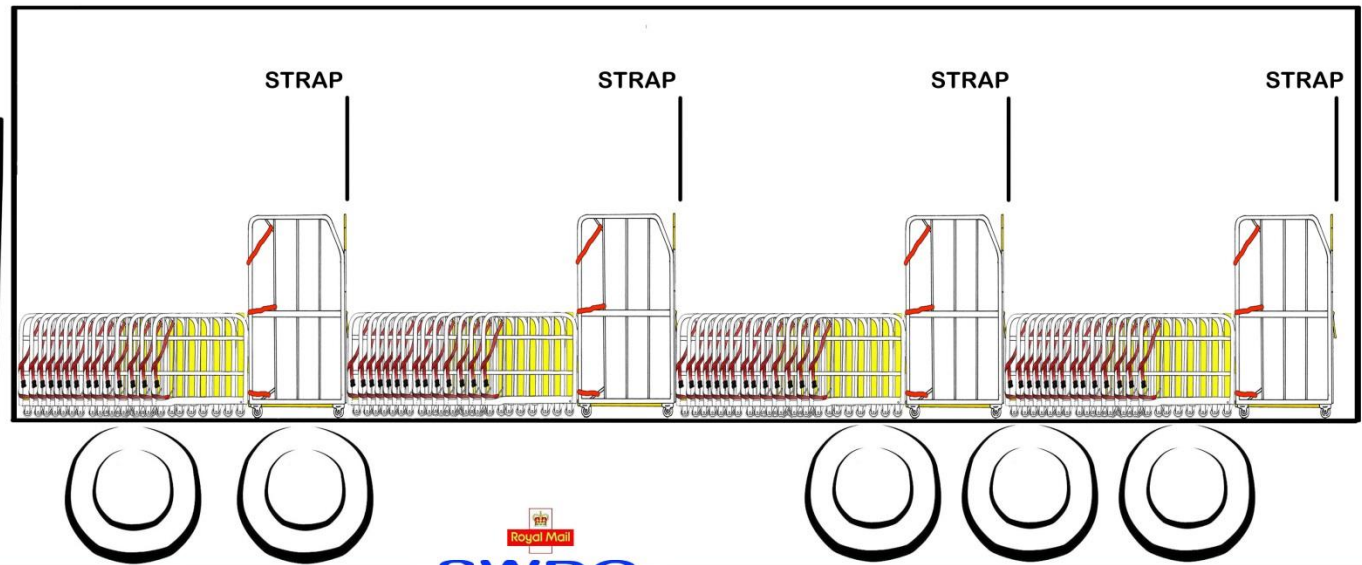
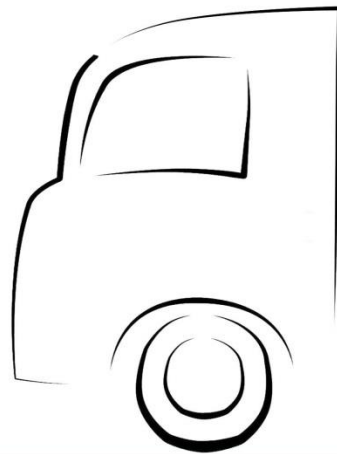
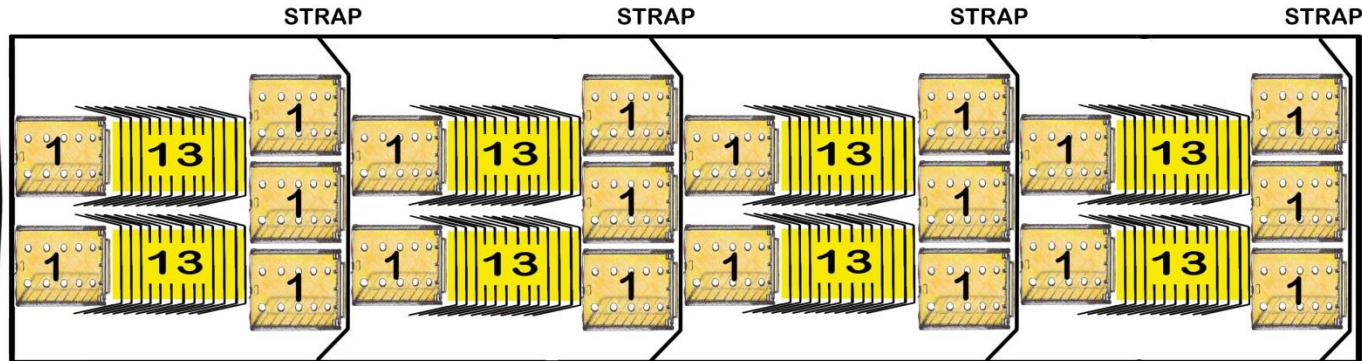
SWDC

MINI YORK LOADING PLAN



Apply the brake to each assembled york and the last york of a nest

**44 TONNE BOX OR CURTAIN SIDER LOADED WITH
104 NESTED MINI YORKS, 8 ASSEMBLED MINI YORKS
AND 12 FULL SIZE ASSEMBLED YORKS.**

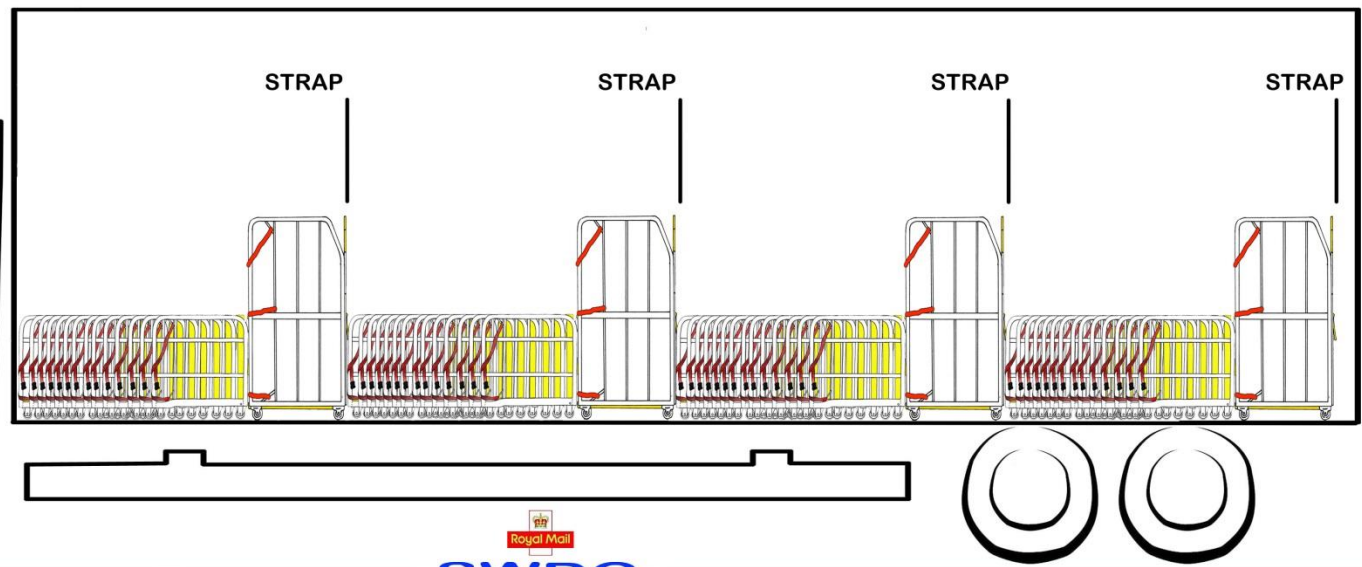
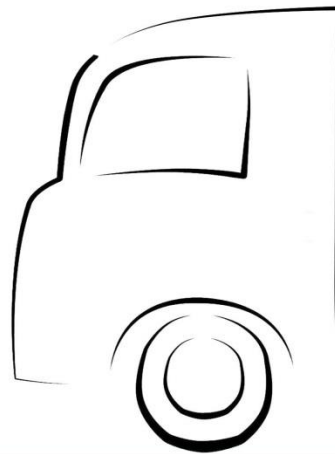
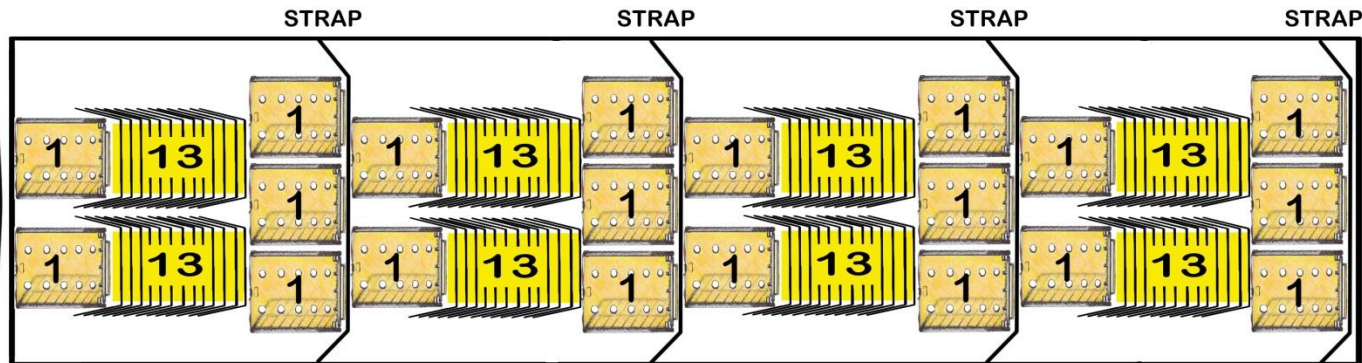


MINI YORK LOADING PLAN



Apply the brake to each assembled york and the last york of a nest

FOR 18 AND 26 TONNE VEHICLES LOADED WITH
**104 NESTED MINI YORKS, 8 ASSEMBLED MINI YORKS
AND 12 FULL SIZE ASSEMBLED YORKS.**



Mk4 Parcel York Vehicle Loading - NESTED

Vehicle Size	Bottom Deck	Top Deck	Swan Neck	York Nested Configuration (] = Strap)	Visual Vehicle Configuration	Total Mk4 Loaded	Comments
7.5t	30	N/A	N/A	9]6 9]6		30	Do not tightly compact nested Yorks
17t	72	N/A	N/A	18]18 18]18		72	Standard Nesting
Box	144	N/A	N/A	18]18]18]18 18]18]18]18		144	Standard Nesting
75DD	90	30	48	TD 15]15 TD 15]15 BD 18]12]9]6 BD 18]12]9]6		168	No Nesting on Top Deck Fixed Straps on Bottom Deck
95 DD	156	138	N/A	TD 18]18]18]15 TD 18]18]18]15 BD 18]18]21]21 BD 18]18]21]21		294	Top Deck Door in Place Fixed Straps on Bottom Deck dictate layout
98 DD	144	168	N/A	TD 18]18]18]18 TD 18]18]18]18 BD 18]21]21]24 BD 18]21]21]24		312	Fixed Straps on Bottom Deck dictate layout
110 DD	174	174	N/A	TD 18]18]15]15]21 TD 18]18]15]15]21 BD 18]18]24]18]9 BD 18]18]24]18]9		348	Pillar on TD dictate strapping position Fixed Straps on Bottom Deck dictate layout

Where loaded with other York types, revert to the standard loading plan.

Repair of Faulty & Damaged Containers, Sleeves, Trays

All damaged containers must be withdrawn and repaired before being brought back into service. The following instructions relate to the repair of the individual containers:

(a) Letter Trays

- Royal Mail has an agreement with one plastics group for the recycling of RM letter trays, for which Royal Mail receives payment. For this to be cost effective AAC Ltd will only accept complete trailer loads of trays, equating to 5200 trays. This process describes the use of a collection point to ensure that trays are recycled and do not build up in offices.
- Trays must be removed from use if damaged and not suitable for use if, for example:
 - There are any obvious physical defects such as breakages or holes (other than those designed).
 - The tray sides or bottom are split.
 - The handle is damaged e.g., split.
 - The label holder is damaged in such a way as to render it unusable.
- The tray is NOT deemed damaged if only:
 - The barcode or barcode clip is missing.
 - The tray bottom is bowed.
 - Only the corners are chipped and then only if the break does not leave a jagged or pointed edge.
- Ensure the damage sustained to trays meets the criteria described above. All Mail Centers and Delivery Offices should have a process for identifying damaged trays and for isolating them from operational use. Delivery Offices should label the trays as damaged and send them to their local Mail Centre for consolidation and recycling.
- All damaged trays should be loaded to RSCs. The trays should be nested, where possible 8 to a layer and 9 layers high, where the height of the trays does not exceed the height of the RSC sides. RSCs of damaged trays should be labelled as shown below and then sent to the local RDC for onward movement to NDC. Spare capacity on existing runs only should be utilised.

DAMAGED TRAYS:

SEND TO IPL Plastics via Midlands Super Hub

- NDC to consolidate the RSCs of damaged trays and, when a trailer is loaded to capacity, forwards them to IPL Plastics.

(b) York Containers

Examples of damage:

- Sharp, jagged, or pointed hazards.
- Anything, which prevents proper assembly.
- Anything, which prevents proper movement.
- Temporary or amateur repairs.
- Broken welds.
- Excessive corrosion.
- Damaged or missing wheels.

- Missing wheel retaining nuts, pins, or clips.
- Poor brake operation.
- Damaged or defective towing arrangements.
- Missing or damaged straps or clips.
- Damaged handle grips.

The repair process is as follows:

- Several sites have been nominated to receive a scheduled visit by a York repair team (currently RMP&FS).
- Some sites also act as a consolidation site looking after a catchment area of other offices. For example, SDC in Wishaw receives all of the damaged/strapless Yorks in Scotland and Northern Ireland.
- A contact at each site has been developed and a location for the storage and repair of Yorks identified.
- Daily 08:00 count of damaged Yorks is submitted by each site to the container reporting e-mail inbox and the figures are used to monitor and plan activity. Some offices may have a team that visits every day whilst others will be visited by mobile teams as required. The minimum requirement is that there be 50 Yorks needing repair on site.
- A repairer can replace anything up to 100 straps per day but, if there are structural repairs also needing to be done, the overall number can reduce substantially. The repairer will check each damaged York for other possible problems and does not solely rely on the fault noted by Royal Mail staff.

Damaged Yorks may be moved on existing services, from non-repairing sites to a consolidation site (see repair process above) to await repair. Damaged Yorks should be labelled accordingly so that the receiving site is aware.

Damaged Yorks must not, however, be used to form part of a movement order to another site and should never be sent to a customer. Neither should damaged Yorks knowingly be used to convey mail through the network.

Some straps have given the appearance of losing their elasticity, but tests have been carried out at the manufacturer and replicated by RMG engineers in Swindon and the results show that this does not affect load retention or the safety of the York. It is not, therefore, necessary to replace such straps.

Short Strap repairs can be carried out locally at any site. For more information contact container.reporting@royalmail.com

- All Mail Centers & RDCs/Hubs/PSCs to perform on site repairs for
 - Short Strap repairs
 - White sleeve repairs to Velcro dots & rivets

White sleeved yorks – keeping our mail moving over Peak.

[Correx Sleeves](#) Operations Standards

To keep mail moving over Peak, please ensure that:

- Complete white sleeves are not removed from yorks.
- White sleeves are never put into skips.

- White sleeves damaged on site are repaired on site at mail centers and parcel hubs
- White sleeves that have come completely detached from the yolk are not scrapped or put into skips but collected and sent to the super hubs (MSH and NW Hub) for recycling.

(c) RSC and FSC

- Examples of damage to an RSC/FSC are as follows.
 - Sharp, jagged, or pointed hazards.
 - Anything which prevents proper assembly or movement.
 - Temporary or amateur repairs.
 - Broken welds.
 - Broken side wires bent inwards or outwards.
 - Excessive corrosion.
 - Mis-aligned feet or spigots which hinder stacking.
- In these circumstances, an 'Out of Service' label must be attached, and the nature of the problem noted on the label.
- Damaged RSCs/FSC's should be moved to a designated area to await repair. They may only be stacked if the uprights are intact and make contact with the RSC/FSC above at all 4 corners. They may not be stacked if to do so would leave an unstable stack. If in doubt - DO NOT STACK.
- Damaged RSCs/FSC's must be forwarded to NDC for onward movement to MK Stores for repair. Movements of damaged RSCs should be agreed with the local Container Equipment Manager beforehand.

(D) Cardboard RSCs/Euro Pallet Boxes

Any damage needs to be checked. The following damage would render the Cardboard RSC unusable:

- Water damaged/wet cardboard.
- Tears greater than 25%/1/4 of the length of any one side or along any seam.
- Tears in 2 adjoining corners of the tray or lid.
- Staples in the seam undone with exposed points.
- Broken Pallet Base such that the wooden planks are broken, or the corner blocks are damaged such that they would not support a load.

The following would not necessarily render the Cardboard RSC/Euro Pallet Boxes unusable:

- Small holes in the side walls, for example made by the forklift.
- Small tears, i.e., less than 25%/1/4 of the length of any one side or along any seam.
- One tear in the corner of the tray or lid.

If there is any doubt as to the safe condition of the asset, then it must be considered damaged. Any damage which renders the sleeve unusable needs to be reported and the damaged part (i.e., the lid, sleeve, or tray) marked with a cross from a thick marker pen. Only the damaged part needs to be marked as the undamaged parts may be used as spares.

Transport and transfer equipment must meet the receiving customer's safety requirements.

(E) Wheeled Container Repair Process including Mini Yorks (Other than York Containers)

The following process should be used to keep wheeled containers functional:

1. When a wheeled container (other than a York) is found to be faulty, remove it from operational service and label it accordingly.
2. Log the fault with the Properties & Facilities Helpdesk on 0870 850 1000, who will give a reference number. The Helpdesk will then contact RMP&FS, who allocates the work to the local coordinator. An RMP&FS engineer then plans and completes the repair.
3. If the repair is not economical, the engineer condemns the equipment and advises the Unit Manager. The Unit Manager then decides if they want it replaced and completes a Requisition Form ECF01 and sends it to the Asset Support Team.
4. When the repair is completed, RMP&FS invoice through the Inter Business Agreement, which is funded from the central assets budget. Area budgets are not affected.

(F) General note on containers:

If there are any surplus containers on site that are not damaged and you are unsure of where to send them, Contact container.reporting@royalmail.com for Yorks, Trays and Sleeves or RSCs.