

Standard Operating Procedure



Process / Task	Document Ref Number	OP11
Box Van Deliveries and Collections.		



Issue/version	Date	Comments
1.1	11 Jan 19	Changed to new document format
1.2	28 Apr 20	Added additional instructions for COVID-19

Prepared By		
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Tools or Equipment Required
Box Van Tail Lift (column or cantilever depending on vehicle) Lifting aids: Pallet truck, drum trolley Wheelie bins Drum key Spill kit ADR kit if applicable
PPE Requirements
Overalls flame resistant, antistatic Safety glasses Safety boots Chemical resistant gloves Hard hat (where applicable) Ear protection (where applicable)
Safety and Environmental Requirements
Vehicle pre use checks must be completed and documented, all faults to be reported. All containers to be closed and secured within the vehicle. PPE must be worn when leaving the vehicle on company or customer site. Safe Working Load of tail lifts to be observed. Ensure that there is enough room to manoeuvre safely on tail lifts. Keep yourself and objects away from the edges of tail lifts when elevated. Ensure the area below you is clear before lowering a tail lift. Additional control measures added due to the C-19 virus (social distancing, Hygiene refer to HS30).

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Introduction					
This procedure describes the method for deliveries and collection using the box vans including loading, unloading and use of the tail lift.					
Scope					
This procedure applies to all collections and deliveries, the delivery and set up of parts washers and brake cleaners is not covered within this procedure please see separate procedure for that activity.					
Responsibilities					
Person/role	Responsibilities				
Directors	Ensuring adequate resources are provided to support the implementation of this procedure.				
Transport Manager / coordinators	Ensure vehicle pre use checks are completed. Ensure any issues reported by the drivers are followed up with the relevant departments.				
Drivers	Ensure that this procedure is followed. Ensure that pre use checks of equipment and PPE is completed. Report any issues with the vehicle and equipment. Report any accidents and incidents. Responsible for ensuring the security of the vehicle and contents.				
Instructions					
1.0 Collections and Deliveries Customer Sites					
1.1 The driver arrives at customer site as directed by his job sheet. Once at the correct location the driver will notify the office via the phone app.					
1.2 The driver will report to site reception, security lodge or site contact depending on the site they are visiting, following any directions given by the customer.					
1.3 The driver will sign in, complete any induction required and makes themselves aware of any safety rules and signage on the site or area they are working in, if unsure they are to seek guidance from their host.					
1.4 If there are any issues regarding the collection or delivery the driver must contact the Box Van coordinator for further advice and information.					
1.5 The driver will complete a dynamic risk assessment of the area to ensure that floor conditions are ok, the travel route is clear and people working around them will not present a hazard.					
1.6 The driver will determine what waste is to be collected, ensuring it has been correctly labelled and stored.					
1.7 The driver will determine what waste is to be collected, ensuring it has been correctly labelled and stored.					
1.8 Any items to be delivered are to be unloaded from the vehicle using the appropriate lifting equipment if applicable, and moved to the agreed location.					
1.9 Items to be collected are moved onto the box van via the tail lift with the aid of the correct lifting equipment.					
1.10 When loading / unloading items on the tail lift the driver must ensure there is enough space to move around and operate the controls.					
1.11 The driver must not exceed the Safe Working Load of the tail lift.					
1.12 Once items are loaded they are to be secured in the box van to prevent items moving and containers being damaged during transport.					
1.13 Once loading has been completed the driver will complete all necessary paperwork, notify the office via the app that the job has been completed and proceed to their next					
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destination (during the COVID – 19 Pandemic the driver will request the site contact name and sign the consignment note C-19).

2.0 Use of Column style tail lift

2.1 Lowering tail lift from stowed position.

- 2.1.1 Ensure parking brake is on before operating the tail lift.
- 2.1.2 Stand by the side of the tail lift ensuring the area is clear and your feet are clear.
- 2.1.3 Lower the tail lift to a comfortable height, release and pull down the tail lift to its horizontal position using two hands.
- 2.1.4 The tail lift can then be lowered to the ground ensuring the area is clear.
- 2.1.5 The ramps can then be lowered to allow items to be loaded onto the tail lift.
- 2.1.6 Load the tail lift evenly ensuring there is enough space for you to access the tail lift and manoeuvre safely and items will not fall unexpectedly.

2.2 Raising a loaded tail lift

- 2.2.1 The driver will stand to the left of the tail lift so they can reach the internal controls. THE DRIVER MUST BE CLEAR OF THE TAIL LIFT AND VEHICLE so they do not get trapped between the lift and vehicle as it rises.
- 2.2.2 Once the tail lift is at the bed level the driver can step onto the vehicle and and move loads either into the vehicle or onto the tail lift.
- 2.2.3 When loading or unloading the driver must be orientated so they always have line of site with the exposed edge of the tail lift.

2.3 Lowering the Tail Lift from Bed Level

- 2.3.1 If tail lift is loaded ensure that the load is even and there is enough space for you safely manouver on the tail lift and operate the controls.
- 2.3.2 Stand to the left of the tail lift and ensure that the area below the tail lift is clear, start to lower the tail lift using the internal controls taking care to keep a distance between yourself and the vehicle.
- 2.3.4 Once the tail lift has reached the floor the driver can step off and unload / reload if required.



2.4 Raising the Tail Lift to Stow Away

- 2.4.1 The operator will stand to the left of the vehicle and operate the tail lift using the external controls, the operator must make sure that the area is clear around the tail lift and rear of the vehicle.
- 2.4.2 Raise the tail lift to approx 150mm below the bed level, move to the rear of the vehicle and using both hands fold the tail lift into its stowed position.
- 2.4.3 Ensure the tail lift is locked into position before moving off

3.0 Use of Cantilever Style Tail Lift

3.1 Lowering the tail lift from stowed position.

- 3.1.1 Ensure parking brake is on before operating the tail lift.
- 3.1.2 The driver plugs in control unit and turns red switch to on position and black switch to position 2.

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- 3.1.3 Press and hold the **white button** to move the tail lift until it is approx verticle.
- 3.1.4 Fold down the tail lift using both hands keeping the back straight and bending with the knees.
- 3.1.5 Press and hold the black button to raise the tail lift to a comfertable height then using both hands fold out the end of the tail lift, lower the tail lift to ground level by pressing and holding the **white button** making sure that the area below is clear.

3.2 Raising a Loaded Tail Lift

- 3.2.1 The control unit must be placed on the control box while loading.



- 3.2.2 Load the tail lift evenly and ensure there is enough room for you to safely manouver on the tail lift, do not exceed the Safe Working Load.
- 3.2.3 Retreive the controll unit and stand on the left hand side of the tail lift, **THE DRIVER MUST BE CLEAR OF THE TAIL LIFT AND THE VEHICLE** so they do not get trapped between the lift and vehicle as it rises.
- 3.2.4 Press and hold the black button to raise the tail lift until it reaches it's full height and level with the bed, place the control box inside the vehicle load area, the driver can now move items on or off the tail lift.
- 3.2.5 When loading or unloading the driver must be orintated so they always have line of site with the exposed edge of the tail lift.

3.3 Lowering the Tail Lift from Bed Level

- 3.3.1 If the tail lift is loaded ensure that the load is distributed evenly, items are away from the edge and there is enough room for the driver to safely manouver on the tail lift.
- 3.3.2 Pick up the control unit from inside the load area and step onto the tail lift keeping away from the edge.
- 3.3.3 Check that the area below is clear and press and hold the **white button** to lower the tail lift taking care to keep a distance between yourself and the vehicle.

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3.4 Stowing the Tail Lift

- 3.4.1 Place the control unit on the control box then fold the end piece of the tail lift over using both hand, taking care not to trap your fingers.
- 3.4.2 Using both hands fold the tail lift up into a verticle position making sure to keep your back straight bending at the knees.
- 3.4.3 Press and hold the black button until the tail lift will move no further, there will be a change of tone and the registration plate will be visible at the rear of the vehicle.
- 3.4.4 Switch the red key to off and place the controll unit into the storage box.



Training

All box van drivers are to be trained In this procedure.

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