



## **TRUNK DRIVER MANUAL**



## Introduction from Adam Leonard, MD of The Pallet Network

Welcome to The Pallet Network, where we aim to be the safest and most quality-led operation in the Network industry. As a trunk driver you have a vital part to play in achieving this aim.

This manual has been produced to enable you to know what we expect before you arrive on site, and to guide you whilst you are with us at the Minworth hub. Please take the time to read through this document carefully. If you have any questions before you set off, direct these to your depot first – they will check with us if they are not sure.

Thank you for your co-operation. We look forward to welcoming you on site.

### Before you leave your depot

Please ensure that you have the following before you set off:

- Depot paperwork
- Directions to the hub
- Personal Protective Equipment required (safety footwear and a high visibility jacket).
- Gate access swipe card.

NB: No unauthorised passengers are permitted at the hub. **Children under 18 are strictly forbidden at all times.** Occasionally passengers may be authorised in advance, for example new trunk drivers who are in training. Please ensure that your depot has requested and been granted authority for your passenger prior to setting off.

**Please also physically check that your load is safe for transit prior to departing for The Hub.**

The following general hub procedures are to be read in conjunction with the hub site rules and safe working practices in this manual. Fire evacuation procedures are also covered.

### Important Note

Wheel clamping is in operation on the private estate where the Hub is located. To avoid this occurring, please observe the following guidelines if for any reason you have to park on an estate road –

- Don't leave your vehicle unattended with the engine running at any time.
- Don't leave your vehicle unattended for longer than a few minutes.
- Don't close the curtains and go to sleep whilst parked on the estate road.
- Don't park on pavements or verges.

If it is necessary to park on an estate road, remain with your vehicle and move onto the Hub site as soon as possible. If in doubt consult the TPN Gatehouse staff who will provide guidance.

## Arrival at The Hub

Join the queue on the left hand side of the road when you first arrive (**do not at any time pull onto the pavement or verge**). At the first opportunity once in a queue, put on hi-viz vest or coat and safety footwear, which are compulsory on site. When you reach the entrance, you will be directed to either pull down the roadside or into the Yard through the barrier. If you are directed to pull down the road to the right of the Gatehouse, you should pull up alongside the left hand kerb and stop before the double barrier at the South entrance to the site (this is designated Lane 4). If you are directed through the yard entrance, pull up to the barrier and stop at the intercom post (a large black box with a red light in the middle on a post on the right). Once the vehicle in front has passed through the barrier and it has come down again, swipe the card over the red light, which will turn green to indicate it has activated. This green light does not indicate GO – it means that the card has been accepted. Wait for the barrier to lift fully before progressing through. The barrier will not drop again until the vehicle has completely cleared the entrance. **NB – ensure you allow the barrier to come down before swiping your access card and trying to go through – do not just follow another vehicle through.**

As you enter into the site itself the matrix sign (on your left as you go through the barrier) will direct you into lanes 1 to 3. Pull into the correct lane as indicated by the lane markings on the floor. Pull as far up the lane as far as possible, or up to the **STOP** line marked on the floor if the lane is empty. Wait in the lane until your lane number comes up on the matrix sign opposite the front of the queue. When your lane number comes up on the matrix, turn left and proceed under the canopy to the **STOP** line painted on the floor before the first entrance door. Inbound paperwork should be placed in the 'Drop-box' on the verge on the right hand side of the roadway at this point.

From here you will be instructed by a member of Hub staff. You may be directed to pull straight into a loading bay, or told to pull through the Hub, turning right at the end and following the yard to approach the Hub doorways from the opposite direction, where you should pull under the canopy to the **STOP** line and wait for further instruction. During the day, the matrix signs will not be operational due to low traffic volumes so pull through the barrier, under the canopy, open and secure curtains as per instructions below, and wait at the **STOP** line for further instruction from Hub staff.

Before entering the Hub building at any time, undo your curtains, pull them to the back of the trailer and secure using straps or the back doors, as shown in the illustrations below.



BEFORE opening any curtains, however, please, for your own safety, check thoroughly round your vehicle for any evidence of the load having shifted. If there are any bulges in evidence, or you have any doubt about anything that appears different from when you set out, leave the curtains closed and make your concerns known to any of the Hub staff, who will follow the 'Unsafe Load' procedure to assess your load and deal with it accordingly.

If something moves as you are undoing buckles etc STOP IMMEDIATELY and again, inform a member of Hub staff. Do not attempt to investigate yourself and under no circumstances try to climb onto the vehicle to check. The opening of curtains, having checked the trailer and found the load secure, can be done at any time once in the queuing lanes unless it is raining or very windy, in which case you must undo the curtain buckles in the queue but don't open the curtains and secure them until under one of the canopies to prevent damage to freight or risk to yourselves from curtain poles or buckles. Do not leave your vehicle unattended or move your vehicle from the doorway unless requested by Hub Staff.

When instructed to enter the warehouse by a member of Hub Staff, you must follow the one-way system through the warehouse at all times, following the traffic route indicated by the blue lane. When travelling between the loading bays, you must follow the blue centre-lane until you need to pull into your allocated bay. The building has two doors leading to three loading 'lanes', labelled B,C and D. Loading bays are marked on the floor and labelled with each lane having 8 bays, hence B1-8, C1-8 and D1-8. You will be told which door and bay to go to.

**Vehicles are not authorised to pull around the queue under normal circumstances. Any vehicles granted this facility by prior arrangement must join the queue and follow the queue bypass procedure contained later in this document.**

#### Unloading operations

A member of TPN staff will call you forward into an unloading bay inside the hub building. Drive *slowly and carefully* into the hub building and park within the yellow marked area in the loading bay with the front of your vehicle level with the front of the yellow box. **YOU ARE NOT PERMITTED TO EXIT THE CAB WHILST INSIDE THE HUB BUILDING APART FROM TO CHECK AND SECURE YOUR TRAILER FOLLOWING LOADING.** You will wear hi-viz clothing and safety footwear at all times. The FLT drivers will place two large **STOP** signs in front of your vehicle cab. Once your vehicle is in place, you must move from the drivers' seat either to the passenger side or the bunk and **MUST NOT** move your vehicle in any way whilst these signs are in place (do not try to drive round the signs). Wait for them to be removed. If you believe they have been left in place by mistake and your vehicle is completed, attract the attention of any forklift driver, who will check to make sure they have not been left for a reason. Please ensure that your hazard warning lights are switched on at all times when the vehicle is moving or curtains are being secured in the FLT exclusion zone inside the exit doors.

#### **LGVs must give way to FLTs at all times inside the hub building**

Do not at any time leave the red box or the barriered off area around your vehicle. This is the only place that you are authorised to be when out of your cab in the hub building and only when closing up curtains following loading. TPN staff will move curtains or posts or open back doors as required at other times.

Safe working practices for operations required on this site are provided in this manual. These cover:

- Working with curtains and trailer posts
- Loading and Unloading Operations
- Working on the trailer bed
- Dealing with unsafe loads
- Use of Hub Dock Levellers
- Bypassing the queue – authorised vehicles only

Please ensure that you read these carefully and adhere to them whilst on site; they cover important points relating to your safety and health.

When leaving the building, follow the blue central lane in the correct direction, to the far end, where you will exit the building. If you are leaving site, turn left out of the building and depart via the exit gate following the same procedure for swiping your card at the barrier. If parking to wait for reloading, turn right into the parking yard at the rear of the site and park in a marked space to wait for loading. Please ensure that the Gatehouse staff have your phone number to be able to call you when ready for loading. When leaving the building you must exit the building in the lane that your vehicle was loaded / unloaded – under no circumstances must you ever cut through the columns to get to the opposite doorway.

#### Coupling and un-coupling

Coupling and un-coupling on site is not allowed without prior authorisation from the Hub. For those who are authorised, the procedures laid out in the Health and Safety Executive leaflet, "Parking large goods vehicles safely: Guidance for drivers on coupling and uncoupling LGVs" must be followed. Copies of this leaflet are available both in the operations office and on the HSE website at ([www.hse.gov.uk/pubns/indg312.pdf](http://www.hse.gov.uk/pubns/indg312.pdf)). Dropping a trailer may be allowed under special circumstances e.g. mechanical breakdown, but permission must always be sought from Hub management prior to this taking place.

#### Waiting to be loaded

Where appropriate, ensure that your tachograph is set to break. Drivers are discouraged from walking around the site unnecessarily. The site is a hazardous area with many vehicles manoeuvring. The safest waiting place is in your cab, or in the canteen facility provided. Please note that smoking is only allowed in the designated areas on site which are clearly marked by signage. The smoking area on the parking yard is inside the concrete barrier at the back of the yard side office annex.

**Drivers have no access or authorisation to enter the warehouse area on foot at any time or for any reason. Any driver found in an unauthorised area may be banned from the site.**

If you leave your cab, high visibility jackets and safety boots must be worn at all times on site. Never walk behind a manoeuvring vehicle, and always use designated and clearly marked walkways where provided.

## Reversing

Reversing accidents make up more than 50% of all vehicle accidents. Please take extra care when reversing and observe the signage in the environment. Use mirrors and be aware of pedestrians and other vehicles in the vicinity.

Parking to wait for reloading will take place in clearly marked out parking spaces. Parking in any area that is not an allocated parking space is strictly forbidden. The parking area is set out in such a way that 'blindside' reversing should not be necessary so must be avoided. Manoeuvring vehicles must be aware of and give way to pedestrians at all times. No driver or TPN staff must ever act as 'banksman' for a manoeuvring vehicle – stay well clear.

## Loading

You will receive a call on your mobile when it is time to pull to the entrance doorways to wait to be loaded. Proceed out of the opposite end of the yard to which you arrived past the drivers cabin and drive under the canopy (or join the queue) and wait at the **STOP** line to be called in for loading. Ensure that curtains are open and securely tied back.

When you are called forward to the appropriate bay from the doorway, repeat the process of parking in the marked area and follow the safe working practices contained in the Safe Loading / Unloading Procedure. The FLT's will begin to load your vehicle.

## **Accident Reporting – responsibilities and procedures**

The following responsibilities relate to all accidents (including those where damage only occurs, and near-misses).

In the event of any accident, damage incident or near-miss, if you are involved you must:

*Where someone is injured:*

- Seek assistance from a first aider / appointed person in the case of injury (names are on the notice board in the canteen, from the gatehouse or first aiders can be contacted via the internal radio if required)

## **Injury/Incident Investigation**

If you are involved in or witness an accident or near-miss you are required to report it immediately to a member of the management team and co-operate with the investigation. The manager will ensure that an Accident/Incident Report form is completed and that the procedure for reporting and/or investigating the incident (as detailed in the TPNL Health and Safety Policy document) is followed.

## Consultation

The Pallet Network will consult with the appointed H&S representatives (those on the H&S committee) in good time when introducing any measures into the workplace which may substantially affect the health and safety of employees and/or regular visitors to the site, such as drivers.

TPN will also provide sufficient information to employees and visitors as to the risks and hazards arising from their work. H&S representatives for the warehouse, office and trunk drivers have been appointed. These representatives form part of the H&S committee.

## Health and Safety Committee

The H&S committee meets on a monthly basis to discuss matters relating to the safety, health and welfare of TPN Ltd staff and those who visit the premises.

The committee comprises of the appointed H&S reps and members of the management team. These meetings follow a set agenda and are minuted. A copy of the minutes is displayed on the notice board in the main operations office.

Names of the H&S reps are also displayed on the H&S poster so that all drivers can raise issues of concern with the relevant representative prior to the next meeting.



## **Fire evacuation procedure**

Drivers please note that only those personnel **in the building** are required to go to the fire assembly point under normal circumstances. If you are outside the building in your cab and hear the fire alarm, check to see if you or your vehicle is at risk. If no risk is immediately obvious, wait for further instructions from the management team. In the event of a 'catastrophic' major fire where it is not possible to use either of the roadways down the ends of the building to evacuate the rear yard of the site, please proceed to Assembly Point 2 by the back fence adjacent to the Drivers' Cabin, where an emergency gate will be unlocked to allow evacuation along the riverside maintenance path.

### Fire alert system

In the event of discovering a fire, make for the nearest fire exit, operating the break glass alarm as you leave. Fire extinguishers are available but must only be used by those who have been trained in their use.

### Fire evacuation

If you are in the building when the fire alarm sounds, leave the building quickly and calmly by the nearest available exit. If your vehicle is in lanes A or B, proceed to the nearest fire exit on the front side of the building and go to Assembly Point 1 at the main site entrance. If your vehicle is in Lane D, proceed to the nearest fire exit on the rear side of the building and go to Assembly Point 2, adjacent to the Drivers' Cabin on the back fence. The Team Leader in charge of the lane containing your vehicle is responsible for giving evacuation instructions at the Assembly Points and ensuring that your name is down in the roll-call. **Do not** stop to collect personal belongings or attempt to leave the building in your vehicle. Please ensure that FLT's are out of the way before walking across the Hub floor to the exit.

Proceed carefully to the fire assembly point at the front of the hub building in the car parking area and wait to be accounted for. You are only permitted to return to the building when given the instruction to do so by a fire warden or member of the management team. Once the all-clear is given, please wait to be escorted / directed back to your vehicle by your Team Leader, who will ensure that you are returned to your vehicle safely before the FLT's begin to operate again.

## Hub Site Procedures

### 1. Personal Protective Equipment

All Trunk Drivers must ensure that they are wearing a high visibility vest or coat and safety footwear when on site. It is forbidden to leave a vehicle cab or forklift without wearing the required PPE.

### 2. Traffic flows

All staff and drivers must observe the site speed limit of 10 mph

### 3. In the queue (LGV drivers)

Once it is established that there are no indications of any load insecurity, the curtains should be opened fully and tied back securely. If the trailer has back doors, these can be secured open to secure the curtains. From this point on, vehicles must only move slowly and carefully around the site.

### 5. Bay Procedure

Trunk drivers are not permitted to leave the cabs once inside the hub building, with the sole exception of checking the load and buckling up curtains once the vehicle is loaded, which will be done in an FLT exclusion zone inside the Hub exit doors. Hazard warning lights must be lit when you leave the cab to buckle up the curtains following loading, to indicate to the FLTDS that the driver is out on the floor and also when moving the vehicle inside the building. When out of the cab you must not leave the segregated area. Any moving of curtains or posts other than securing after loading will be undertaken by Hub Staff.

### 6. Unloading/loading procedure

Once on the allocated loading/unloading pod, all engines must be switched off. The two STOP signs will be placed in front of the vehicle by the FLTDS and the vehicle must not be moved under any circumstances whilst these are in place.

### 7. Smoking policy

The Minworth Hub site is a "No Smoking" site, with the exceptions of the designated areas firstly adjacent yard side office annex inside the concrete barrier, secondly outside the staff door on the car park, and thirdly outside the offices next to the Visitors' Car Park. Any TPNL staff or visiting drivers found smoking outside these areas may be subject to disciplinary action.

### 8. Unsafe load policy

If the load appears to be unsafe (for example, if a curtain is bulging), drivers must alert the gatehouse on arrival, who will then alert a member of the Management Team. If the member of the Management Team deems any load to be unsafe, the 'Unsafe Load' procedure outlined later in this document will be followed. The curtain must not be opened or straps undone until the load has been inspected.

### 10. Pedestrian safety

High visibility clothing must be worn at all times when on site, with the exception of inside the office area. Pedestrians are forbidden from entering the operational area at any time.

### 11. Site facilities

Suitable toilet, washing and shower facilities are provided on site for TPNL staff and visiting drivers. TPNL specific staff facilities are strictly out of bounds for visiting drivers. Shared toilet and shower facilities are located in the cabins on the yard next to the office annex, behind the concrete barriers. The Drivers' Cabin which contains hot water for drinks and microwave facilities is located on the island at the end of the yard. Walkways are provided and must be used when moving around the yard on foot.

### 12. Fire

When the alarm sounds, all TPNL staff and any other personnel in the building please evacuate quickly and calmly to the designated assembly point as per the Fire Evacuation Procedure. Trunk drivers parked outside who hear the fire alarm will assess the risk, and if no risk is apparent, they must remain where they are until given further instructions. Under no circumstances must they attempt to enter the building or leave the building in a vehicle.

### 13. Accident book and first aid facilities

The accident book and first aid box are kept in the Night Operations Office and indicated by signage. Names of site first aiders are published on boards around the site in prominent locations. Please report all accidents and near misses immediately to a member of the management team in the first instance.

### 14. Passengers

Unauthorised passengers are strictly forbidden for LGV drivers. Children are expressly forbidden from entering the site at any time. Please be aware that there are no facilities for passengers to wait for the vehicle – don't bring them. Authorised passengers must have suitable PPE according to site rules. Any vehicles arriving at the hub with a passenger without the gatehouse being pre -advised by the operations staff will be turned away.

### 15. Alcohol and controlled substances

All such substances are banned from site unless consigned as freight.

### 16. Duty of care

Ensure walkways are kept clear at all times. Report anything potentially dangerous. Immediately report any lights which do not work.

17. Drivers must check mirrors thoroughly before moving the vehicle at any time.

18. Under no circumstances must anyone stand on the forks of an FLT.

19. Access to any deck of trailers is forbidden on site.

20. Drivers must wear gloves at all times when handling sideposts, curtains and / or freight.

21. Hub Managers can be identified by orange hi-viz clothing if required. Team Leaders are identified by half and half orange and yellow hi-viz, and will be based on a forklift.

22. Never use Water Orton Lane to access the Hub (some Sat Nav may indicate this route) as it is a residential area. Always use the access road Minworth Parkway, which is built for the purpose.

23. Failure to comply with site safety rules may result in a ban from the site.

### **REMEMBER YOU HAVE A DUTY OF CARE TO YOURSELVES AND OTHERS**

#### **Safe working instructions for curtains and trailer posts**

*Drivers are required to wear gloves when handling trailer curtains and posts.*

##### 1. Curtains – avoiding manual handling injuries

When the buckles are undone, ensure that a visual check under the curtain is done to identify any potential problem of freight over the edge of the trailer, which may be unstable, before pulling the curtain open.

When pulling back curtain for unloading/loading, drivers are required to pull small amounts to the end of the trailer where the curtain is being grouped. They must not run with or attempt to pull the whole curtain in one go.

Drivers must always make sure they have a firm grip on handle or buckle body. If the curtain is beyond the drivers' physical strength / ability to pull, it must be reported to a Hub Manager to be followed up with the member. Do not lean back when pulling curtains by the straps as they may snap.

##### 2. Trailer posts – avoid hand, face and foot injury

Drivers are required to inspect the bolt mechanism on the trailer posts prior to lifting them out. This can help prevent faulty posts sliding down onto your foot.

Where posts have a spring release mechanism, drivers are required to place their gloved hand over the release clip to ensure it does not spring up and injure their face or hand. Always be aware that the weight of the roof bearing down on sideposts means that they are nearly always under pressure – be very careful when releasing mechanisms, and be prepared for sudden movements.

Pay attention to any manufacturers' instructions which may be printed on or around the posts themselves.

## **Safe working instructions for loading / unloading operations**

Both LGV drivers and FLT drivers must wear high visibility jackets and safety footwear at all times.

### Unloading / Loading operations

1. Drivers are called forward from the vehicle queue and advised of their allocated bay. The driver proceeds to this bay showing hazard warning lights when moving the vehicle, and parks within the yellow box markers, ensuring that the park brake is applied. All vehicle running lights should be switched off and the driver must move from the drivers' seat before work will commence.
2. The two STOP signs will be placed in front of the vehicle by the FLTD's, and the vehicle must then not be moved until they are removed.
3. Drivers must remain in the cab at all times unless specifically instructed to leave by a member of Hub Management.
4. Hazard warning lights must be used in the event that the driver is required to leave the vehicle by a member of Hub Management, who will signal the FLTDs that they must keep clear. Drivers must not depart the cab unless barriers have been deployed to segregate the vehicle from passing traffic.
5. If the forklift driver requires the curtains or posts to be moved to access space at the rear of the trailer behind where the curtains are secured, he must park his forklift in such a manner that it a physical barrier between him and any passing traffic. The curtain must only be moved as far as required to access the space behind and the forklift driver must keep his forklift between him and any passing traffic at all times. The Trunk Driver must remain in the cab.
6. After unloading operations are completed, the forklift drivers will each remove the STOP signs from their own side of the vehicle (do not remove the STOP sign from the opposite side of the vehicle – that must be done by someone working on that side, unless there is only one forklift driver working on the vehicle). The Trunk Driver may *slowly and carefully* exit the building (after checking mirrors thoroughly), showing hazard warning lights until the vehicle has exited the building. The Trunk Driver must stop at the earliest opportunity outside the building to check the curtains are secured correctly and make any adjustments to prevent curtains and poles blowing round and causing damage or injury.
7. After loading is completed, the forklift drivers will each remove the STOP signs from their own side of the vehicle (do not remove the STOP sign from the opposite side of the vehicle – that must be done by someone working on that side, unless there is only one forklift driver working on the vehicle). The Trunk Driver may *slowly and carefully* proceed to the exclusion zone inside the exit doors of the warehouse (after checking mirrors thoroughly). If the weather is reasonable the driver may proceed either outside the doors or into the yard to perform the next task.

8. Once in the exclusion zone (or outside) the Trunk Driver is then authorised to check his load, close the curtains and do up straps to secure the load.
9. If the Trunk Driver requires anything on the load to be moved, he will indicate to a member of Hub staff, who will organise for the vehicle to be processed to an area where the load can be adjusted according to the driver's requirements. The STOP sign process will be performed as per explained above.
10. Once all is complete, the trunk driver will then *slowly and carefully* exit the building, showing hazard warning lights until the vehicle has exited the building.

### **Safe working instructions for trailer bed operations**

*Both LGV drivers and FLT drivers must wear high visibility jackets and safety footwear at all times.*

1. The Trunk Driver is not permitted to access the deck of the trailer whilst on the Hub site under any circumstances. Access to the decks of trailers and vehicles will be strictly controlled and will only be permitted to Hub Staff under close supervision of Shift Management when the dangers of not accessing the decks would pose a severe risk to the health and safety of others.
2. Under all circumstances all mechanical means of removing objects from the decks of vehicles must have been attempted and failed before a person accesses the vehicle. All other loading or unloading operations must have been completed on vehicle.
3. Following the revision of the Working at Height Regulations in April 2005, further precautions must be taken in order to ensure that anybody on the trailer bed cannot accidentally step backwards off the side of the trailer. To minimise the risk of a fall, one curtain must be done up and tensioned, so that the person works facing the open side. This rule applies to both top and bottom decks.
4. The person climbs carefully onto the trailer bed and carries out the required task. Where load restraint straps are available, these must be utilised by the driver where necessary. During this time, the hazard warning lights showing will ensure that no other loading or unloading occurs as this could affect the safety of the person on the trailer bed.
5. Where the trailer is a double-decker, personnel must use the designated systems (ladders, handholds etc) on the trailer to access and exit from the higher decks. Such movements must be kept to a minimum due to the extremely hazardous nature of working at such a height. Standing on the forks of the forklift is expressly forbidden at all times. If the trailer is not fitted with ladders or safe means of internal access to the top deck then it is forbidden to climb up under any circumstances.
6. The person climbs down carefully requesting the driver to switch off the hazard warning lights once he has done so. Loading or unloading operations can then resume.

## **Safe working instructions for handling potentially unsafe incoming loads**

*Both LGV drivers and FLT drivers must wear high visibility jackets and safety footwear at all times.*

1. Trunk drivers are requested to co-operate with the hub by advising a supervisor or manager if they are aware that load has shifted in transit or if there is any visual evidence of bulging curtains indicating an unsafe load. If an unstable load is identified, the driver must not open his curtains prior to entering the building but leave the closed and buckled pending an assessment by Hub Management.
2. When the driver has alerted the Team Leader or Manager to the problem and/or the problem is visible at the point when the vehicle is preparing to enter the hub, hub staff are responsible for assessing the load entering the building. If the load is deemed too unstable to be processed immediately then the vehicle will be directed to a safe area away from other site personnel and loading activities.
3. If the vehicle can be parked in the hub, the trailer will be parked in a suitable loading area and will not be moved from there.
4. The Member of the management team will be called to the place where the trailer is parked. *No attempt will be made to open the curtain at this stage.* Photographs will be taken as a visual record throughout the procedure.
5. The Member of the management team is responsible for making an assessment of the risk. If the load is deemed safe to travel, it will be returned to the sending depot. If however the load is deemed unsafe for travel, the risks associated with unloading are assessed. If in doubt, unsafe loads must be dealt with at the Hub – an unstable load must not be sent back out onto a public road.
6. If the risk is deemed to be acceptably low, the area on the floor near the site of the unsafe load is quarantined, to prevent pedestrian or unauthorised FLT access, and the area supervised by Management from a safe distance. In the case of unsafe/unstable freight on the top deck, which has to be recovered to make the vehicle safe for transit, mechanical means should be used to push the freight off the trailer onto a suitable item (pallet / skip) to enable it to be brought down to ground level to be restacked / made safe. The Manager on the spot must assess the situation, and ensure that no freight is involved which may pass through the FLT overhead guard and put the driver at risk from falling freight or hazardous liquid / powder which may leak onto staff.
7. The Member of the management team will then request that the driver open the curtains on the safe side of the trailer. The driver may wish to consult with his depot prior to carrying out this instruction. In the event that the driver deems the risk unacceptable and refuses to open the curtains, the hub cannot over-ride his decision. Having made the assessment, the Hub manager may request Hub staff to open the curtain instead.
8. Once the curtains are opened, safe freight is unloaded from the other side and the load is then re-assessed by the Member of the management team. During unloading, drivers and FLT staff are required to follow the safe working instructions for trailer bed

operations. If it is possible to do so safely, all freight will be unloaded from the trailer.

9. Where, however, all or part of the load is assessed as unsafe, the trailer is secured and the sending depot contacted. The trailer is identified to prevent inadvertent unloading. Where the trailer needs to be moved a short distance for operational reasons, a safe passage will be prepared to ensure pedestrians and FLT's do not operate in the vicinity.
10. The sending depot is invited to the hub the following day to make the load safe for transit. Where equipment is required to complete this procedure safely, the sending depot will be responsible for providing it. A contractor's permit to work will be issued to the sending depot prior to this operation taking place.

### **Use of hub dock levellers.**

There are several dock levellers present at the hub. Trunk drivers will only load / unload on these at the specific request of hub staff.

1. Trunk drivers must wait for a green traffic light before attempting to back onto the loading bay, and once the light is red, must not attempt to move the vehicle again until the light returns to green.
2. Once parked on the loading bay, drivers must take ensure that the engine is stopped, the parking brake is applied, take their keys out of the vehicle and take them with them to the back of the loading bay door where they must be given to TPN staff.
3. Access to the back of the loading bays (only at hub staff request) will be by the door adjacent to the gas refuelling point. Trunk drivers will follow the walkway down the side of the building to the relevant loading bay door, where they will accompany TPN staff during unloading of the vehicle. Under no circumstances will the driver attempt to enter the Hub by the main vehicle doorways at any time.
4. Trunk drivers will never operate the doors / dock levellers themselves, but will always wait for hub staff to operate them. Drivers may be requested at times to assist in the unloading using a manual pallet truck, but will at no time operate the powered pallet truck, regardless of whether they have had training elsewhere.
5. Keys will be returned when operations are complete and the door is lowered, returning the traffic light to green.
6. The trunk driver will retrace his entry route to return to his vehicle.
7. The trunk drivers are not authorised to be anywhere other than attending the back of their own vehicle at any time.



### **Safe Procedure for Vehicles Authorised to Bypass the Queue to Enter the Site.**

1. Any vehicles authorised by prior arrangement with the Hub Operations staff to bypass the queue must, on approaching the site and seeing a queue, join that queue in the first instance, leaving themselves enough space from the vehicle in front to pull out again.
2. They must then contact the Gatehouse on 0121 3134000 selecting extension 204, and announce their arrival in the queue, ensuring that the gatehouse staff have a return mobile phone number to contact them back.
3. The Gatehouse staff will wait for a convenient gap in traffic movements, and ensure that there is enough space inside the yard to fit the incoming vehicle without obstructing traffic. If this is not the case, then the incoming vehicle must wait in the queue for a short time.
4. The gatehouse staff will contact the incoming vehicle back by means of cab phone and authorise them to enter the site.
5. At that time, and not before, the incoming vehicle will pull out of the queue and continue past the queue and enter the site by whichever gate has been indicated by the Gatehouse staff, and follow any further instructions from Hub staff at that point.

All vehicles must proceed slowly and carefully at all times.

**Remember that Health & Safety is the priority at TPN. Please assist us in every way possible, by cooperating with Hub procedures at all times to ensure that you do not jeopardise the safety of yourself or others.**

# Appendix 1 – Siteplan

