

Loading and Unloading at Customer Sites Risk Assessment

Document ID	OHSRATL001	Document Name	Loading and unloading at customer sites
Site	Customer Sites	Department	Transport & Logistics
Activity	Loading & Unloading	Assessment Date	31/01/2026
Assessor	O Sherratt	Assessor Signature	O Sherratt
Dept Manager	Charlie Butler	Dept Manager Signature	<i>C Butler</i>
Assessment No	10	Next Assessment due	31/01/2027

Safe System of Work : All staff carrying out this process must have received manual handling training appropriate to this task. Appropriate PPE must be worn which as a minimum must include safety boots, hi visibility clothing and gloves. Personnel must read this risk assessment prior to commencement and comply with the risk control measures identified in the risk assessment. All containers must be secured within the vehicle with the use of horizontal and vertical strapping. Even with secure strapping, there is potential for objects to fall from the vehicle when opening the doors, with the exception of the person opening the door/curtains, staff are to remain clear until fully open. If opening container/vehicle doors, take care when doing so to ensure that you cannot be struck by falling items which may have become loosened in transit. Only vehicles suitable for the type and weight of cargo are to be loaded, a preload inspection will be undertaken to ensure adequate side boards and straps are in place. Forklift trucks could be operating in the vicinity of the loading areas and all staff must be aware of other operators. Ensure good communication between team members and check that all team members understand the instructions they are given.

Personnel must only handle weights within their own capability. Team lifting must be used when individual weights of items exceed 25kgs. Only items which are light and easily handled should be lifted above head height, staff should not jump up to place items above head height and beyond their normal reach. Staff should be rotated between tasks to reduce manual handling. Adequate time is to be allowed for unloading and loading.

If staff feel that a situation is unsafe, or feel that they are at risk, advice from their line manager should be sought.

Risks identified; NB The topics listed below are listed as prompts; this is not a definitive listing. If you do identify a hazard transfer this to column 1 overleaf and identify suitable control measures

Risk	Situational Hazards (S)	Risk	Physical/Chemical Hazards (P)
	S1 - Asbestos		P1 - Contact with cold liquid/vapour
X	S2 - Assault by Person		P2 - Contact with cold surface
X	S3 - Attack by Animal		P3 - Contact with hot liquid/vapour
X	S4 - Cold or Hot Environment		P4 - Contact with hot surface
X	S5 - Crush by Load	X	P5 - Contact with Hazardous Substance
	S6 - Drowning		P6 - Electrical Shock
X	S7 - Contact with moving machinery		P7 - Explosive Atmosphere
X	S8 - Lifting Equipment	X	P8 - Fire
X	S9 - Manual Handling		P9 - Laser Light
X	S10 - Object falling, moving or flying	X	P10 - Lightning Strike
X	S11 - Obstruction/Exposed feature		P11 - Release of Stored Pressure
X	S12 - Sharp Object		P12 - Solvents/Chemicals
X	S13 - Slippery Surface		P13 - Vibration
X	S14 - Trip Hazard		Information Security Hazards (I)
X	S15 - Vehicle Impact or Collision	X	I1 – Asset/Data loss
X	S16 - Working at Height	X	I2 – Leak of Confidential information
	S17 - Working with VDU's		I3 – Access to network by unauthorised persons
			I4 – Breach of secure area
	Health Hazards (H)	X	I5 – Breach of Legislation
	H1 – Infection		
	H2 – Lack of Food or Water		Environmental Hazards (E)
	H3 – Lack of Oxygen	X	E1 – Litter
X	H4 – Physical Fatigue	X	E2 – Noise
	H5 – Repetitive Action	X	E3 – Sun Exposure
	H6 – Static Body Posture	X	E4 – Waste Substance released to Air
X	H7 – Stress/Anxiety		E5 – Waste Substance Released to Water/Soil

A = SEVERITY			1 = LOW, 5 = HIGH			B = PROBABILITY			1 = LOW, 5 = HIGH		
PROBABILITY X SEVERITY = RISK RATING			Risk Rating 1-4 are very low risk requiring regular monitoring.								
R = Risk Rating			Risk Rating 5-9 are medium risk and require daily monitoring								
			Risk Rating 10-25 are high risk and require maximum controls and monitoring.								
Hazard Identified	Before Controls			People Exposed to Hazard	Details of Controls	After Controls					
	A	B	R			A	B	R			
S2 Assault by person	5	1	5	Drivers and drivers' mate	Drivers to be aware of surroundings – ensure not to attempt any confrontation. Drivers to maintain passive behaviour and refer any confrontation to site management. Delivery crews to refrain from contact with the general public and restrict action to the task in hand.	5	1	5			
S3 Attack by animal	3	2	6	Drivers and drivers' mate	Drivers to be aware of surroundings, do not approach stray animals	3	1	3			
S4 Cold or hot environment	3	2	6	Drivers and Drivers Mate	Drivers to have adequate clothing for weather conditions	3	1	3			
S5 Crush by load	5	5	25	Drivers and Drivers mate	Pallets and containers not to be stacked higher than deemed stable and safe, to be assessed by load and dependent on box size and weight. Loads should be stable and secure	5	2	10			
S7 Contact with moving machinery.	5	5	25	Drivers, Drivers Mate, and site personnel.	Use of MHE to be carried out by trained personnel only. If site equipment to be used, this must only be operated by site personnel. – Parking brake to be applied to vehicle and engine switched off during loading and unloading. Personnel to be aware of other equipment used on customer premises.	5	2	10			
S8 Lifting Equipment	5	5	25	Drivers and Drivers Mate	Use of MHE to be carried out by trained personnel only. If site equipment to be used, this must only be operated by site personnel. Drivers to be aware of other equipment used on customer premises.	5	1	5			
S9 Manual Handling	5	3	15	Drivers and Drivers Mate	All Drivers receive training in manual handling and SSW must be followed. Single driver lifts to be limited to 25kgs or less dependent on size and nature of container. Over 25kg lifts to be completed by 2 operatives or more, or use of lifting equipment where suitable.	5	1	5			

S10 Object falling, moving or flying	2	2	4	Drivers, Drivers Mate and site personnel.	Drivers to be aware of potential of loads shifting in transport. All vehicles are fitted with vertical straps and drivers are equipped with sufficient ratchet straps to ensure that the load cannot slide forwards, backwards or sideways, and that containers cannot fall or become unstable in transit. Containers must not be collected if a lid cannot be securely closed. Care to be taken when opening doors and curtains to manage any items that may have become loose in transit- Customer sites to be assessed for hazards at height: Bridges, Scaffolding, Operating areas, loose materials etc, complete e a dynamic risk assessment if required.	2	1	2
S11 Obstruction/ exposed feature	3	1	3	Drivers and Drivers Mate	When carrying out a wait and load, drivers, and drivers' mate to assist only if safe. Kevlar gloves to be worn during loading together with safety goggles.	3	1	3
S12 Sharp Object	3	1	3	Drivers and Drivers Mate	When carrying out a wait and load, drivers, and drivers' mate to assist only if safe. Kevlar gloves to be worn during loading together with safety goggles	3	1	3
S13 Slippery Surface	4	3	12	Drivers and Drivers Mate	Correct Safety boots to be worn – no rigger or slip on boots. Additional care to be taken when alighting from the vehicle drivers must maintain 3 points of contact at all times	4	1	4
S14 Trip Hazard	3	3	9	Drivers and drivers' mate	Ensure adequate lighting available around the vehicle. Ensure that there are no trailing cables from any containers.	3	1	3
S15 Vehicle impact or collision	5	5	25	Drivers, drivers' mate and site personnel.	Site rules to be followed including speed limits. Personnel to be aware of surroundings and use a banksman where necessary when maneuvering. Delivery drivers are licensed checked annually. Vehicles are fitted with reversing cameras to assist with reversing. Driver safe driving assessments are ongoing and are carried out annually. All vehicles are fitted with trackers that allow for overspeed notifications.	5	2	10
S16 – Working at Height	5	4	20	Drivers, Driver mate, Customer, Public	Vehicles, Moffatts & FLT's to ensure they assess all width, height and other restrictions that may be present on sites and operating areas, consideration given to Bridges on routes, sites and roads. Overhead power cables also to be given consideration and all to ensure they are always at least 8 meters away, uif unsure ref to Doc ID: OHSOPPTL003- If unsure, stop and ask for advice.	5	2	10
P5 Contact with hazardous substance.	2	5	10	Drivers, Driver's mate and site personnel	When collecting lamps, care to be taken for broken lamps which may release mercury to the atmosphere. Containers should not be overfilled, and lids should be fitted. Drivers to ensure that the contents of the container match the description on the paperwork.	2	2	4

P8 Fire	4	2	8	Drivers	Batteries carry a risk of fire when being transported. Batteries must only be transported in an ADR specification vehicle. All drivers transporting batteries must be ADR trained.	4	1	4
P10 Lightning Strike	5	1	5	All personnel	All personnel need to be aware of personal safety in adverse weather conditions.	5	1	5
H4 Physical Fatigue	3	5	15	Drivers and Drivers Mate	Job rotation will be used to limit over exposure to lifting, pushing and pulling. Under Working Time Directive, drives must take all statutory breaks and be aware that breaks must be taken regularly.	3	2	6
I1 Asset/Data Loss	3	5	15	Drivers and Drivers Mate	Containers should be loaded in the centre of the vehicle to prevent unauthorised access. Breaks to be taken in a well monitored area. Overnight stays to be avoided where possible. Only data bearing items detailed on the manifest should be collected. Drivers must not sign a customer's asset inventory unless confident that all items are present	3	2	6
I2 Leak of Confidential Information	3	5	15	Drivers and Drivers Mate	Containers should be loaded in the centre of the vehicle to prevent unauthorised access. Breaks to be taken in a well monitored area. Overnight stays to be avoided where possible	3	2	6
I5 Breach of legislation	5	3	15	Drivers and Drivers Mate	Data bearing assets are covered under GDPR regulations. When loading, if there is more than 1 container, ensure the vehicle is not out of sight while loading. If necessary, the customer must move the items closer to the vehicle. Use customer personnel to monitor containers during loading for unauthorised access. Unloading at Huddersfield must take place in designated areas	5	1	5
E1 Litter	2	3	6	Drivers and Drivers Mate	Drivers to be aware of environment and ensure litter is disposed of correctly	2	1	2
E2 Noise	3	5	15	Drivers and Drivers Mate	Excessive cab noise should be reported. When working in areas of high noise levels drivers and driver's mates must wear ear protection provided.	3	2	6
E3 Sun Exposure	2	2	4	Drivers and Drivers mate	All drivers must be supplied with and regularly applied during hot weather	2	1	2
E4 Waste Substance released to Air	5	2	10	Driver, Drivers Mate, customers, and general public	Waste that contains mercury, must only be carried in suitable containers to prevent breakage which may lead to release of mercury vapour in the air. Damaged containers must not be transported	5	1	5