

# FACT SHEET

## Safe unloading and loading of trucks for bulky goods retailers

Everyone in the supply chain has a responsibility to work safely, support safe work practices and reduce workplace injury and illness. If you engage a transport operator to deliver goods, you share a responsibility with them for working safely.

### Checklist for site supervisor

Issue	Yes	No	N/A
<b>Manual tasks when handling freight</b>			
Manual handling of freight is eliminated, or minimised, by using suitable equipment available at the site – eg forklift, pallet jacks, trolleys, tailgate lifters.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment and tools are regularly maintained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loads for delivery to customers are configured by your business to make items easily accessible for the driver.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers who load/unload are trained to use equipment correctly and handle freight safely (ie they use correct manual handling techniques).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers' use of correct manual handling techniques is monitored.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Freight is packaged (size, weight, shape) so that safe handling and easy pick-up/delivery is assured. Freight is labelled with dimensions, weight, nature of the goods (fragile, dangerous goods etc).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Falls from heights</b>			
Working at heights is avoided wherever possible by operating suitable lifting equipment at ground level or by working from a solid platform (eg loading dock).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All workers are trained in and use three points of contact when climbing in and out of the cabin, when accessing the body of the truck, tray or trailer, and when using a tailgate lifter.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Securing loads</b>			
Workers are trained and competent to secure loads safely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loads are secured inside a truck by nets, straps, webbing. Dunnage is used where appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-slip matting, or something similar, is available for the truck floor (where appropriate).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Traffic management – loading/unloading freight</b>			
Measures are in place at your site to manage the risk of being struck by trucks, forklifts or other mobile plant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site inductions for drivers are offered at loading/unloading sites.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drivers are advised of onsite traffic management arrangements before pick-up/delivery.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When loading/unloading by mobile plant, exclusion zones and safety zones are used and clearly marked (see WorkCover's <i>Safety in the road freight transport industry guide</i> (catalogue no. WC01129) for more information on safety and exclusion zones).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When loading/unloading by mobile plant, an effective communication system between the mobile plant operator and the truck driver is used.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers are provided with high-visibility work gear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile plant operators have been assessed as competent and hold the appropriate licence where required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Wellness</b>			
Sun protection is available at loading/unloading sites.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amenities are available for drivers to support healthy eating, such as lunchrooms and refreshment areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivery schedules allow for breaks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Return to work and injury management – for businesses that employ drivers</b>			
You have a current workers compensation insurance policy that accurately reflects the activities of your business and an effective reporting system for workplace incidents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You understand the benefits of recovering from injury at work and offer suitable work to injured workers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You demonstrate a commitment to injured workers by maintaining regular contact during their recovery.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You develop a return to work strategy in consultation with your injured workers, to ensure a safe and durable return to work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You have a written Return to Work Program that outlines how you will support injured workers to recover at work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A summary of your Return to Work Program and the <i>If you get injured at work: poster</i> (catalogue no. WC00022.1) (with your insurer contact details) are displayed in your workplace.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Checklist for transport operators and drivers

Issue	Yes	No	N/A
<b>Manual tasks when handling freight</b>			
Manual handling of freight is eliminated, or minimised, by using suitable equipment – eg forklift, pallet jacks, trolleys, tailgate lifters.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your own equipment and tools are regularly maintained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment and tools provided by delivery/pickup sites are maintained and in good condition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loads are configured by the consignor to make items easily accessible when unloading – ie first item for delivery loaded on last and so on.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your workers are trained to use equipment correctly and handle freight safely (correct manual handling techniques).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers' use of correct manual handling techniques is monitored.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You work with the business where freight is loaded to ensure the freight is packaged (size, weight, shape, labelling) so that safe handling and easy pick-up/delivery is assured – eg repackaged to make smaller or lighter individual items.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You work with the business where freight is loaded/unloaded to ensure the pick-up/delivery locations are safe for yourself and your workers – eg site access and conditions, traffic management, equipment available to assist loading/unloading, proximity of loading/unloading area to final delivery point.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Falls from heights</b>			
Working at heights is avoided wherever possible by operating suitable lifting equipment at ground level or by working from a solid platform (eg loading dock).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All workers are trained in and use three points of contact when climbing in and out of the cabin, when accessing the body of the truck, tray or trailer, and when using a tailgate lifter.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A safe way to access the truck body is provided – eg fixed, retractable, foldaway or portable steps.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When purchasing trucks, safe cabin access/egress is considered.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck cabins are fitted with non-slip access steps and handrails.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Securing loads</b>			
If a rigid-side vehicle is used, loads are secured within the body of the truck.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If curtains are used, they self-open and close.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If gates are essential, swinging, sliding or hanging gates are used to reduce manual handling.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trailer sides, panels, gates and curtains, webbing, cargo nets and other load-restraining equipment are regularly maintained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers are trained and competent to secure loads safely.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Traffic management – loading/unloading freight</b>			
You work with the business where freight is loaded/unloaded, to ensure measures are in place to manage the risk of being struck by trucks, forklifts or other mobile plant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site inductions for drivers are offered at loading/unloading site.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers are advised of onsite traffic management arrangements before pick-up/delivery.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When loading/unloading by mobile plant, exclusion zones and safety zones are used and clearly marked (see WorkCover's <i>Safety in the road freight transport industry guide</i> (catalogue no. WC01129) for more information on safety and exclusion zones).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When loading/unloading by mobile plant, an effective communication system between the mobile plant operator and the truck driver is used.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers are provided with high-visibility work gear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile plant operators have been assessed as competent and hold appropriate licences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Wellness</b>			
Sun protection is available at loading/unloading sites.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amenities are available for drivers to support healthy eating, such as lunchroom and refreshment areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivery schedules allow for breaks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Disclaimer

This publication may contain work health and safety and workers compensation information. It may include some of your obligations under the various legislations that WorkCover NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation.

Information on the latest laws can be checked by visiting the NSW legislation website [legislation.nsw.gov.au](http://legislation.nsw.gov.au)

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