

# Customer Site Safety: Bagged Delivery

3rd edition

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## 1. SCOPE

Deliveries of cement to customer sites occur on a frequent basis. In some instances customers may receive numerous loads on any given day. Following a series of customer site incidents and near misses, MPA Cement has updated the standard risk assessment used by its members on customer sites to ensure that major hazards faced by the driver are being correctly addressed.

This document concentrates on a relatively narrow set of health and safety criteria specific to bagged cement delivery that should be considered as part of a customer's overall risk assessment. Compliance with any guidance set out in this document does not absolve the user from his legal duties under the Health and Safety at Work etc Act 1974 to form his own site specific assessment of his workplaces and operations and to provide accordingly for such matters.



*An untidy customer site: Slips, trips and falls are the most common cause of injury to drivers on customer sites.*

## 2. HEALTH AND SAFETY TARGETS

MPA Cement member companies have agreed the following challenging health and safety targets:

1. An overarching expectation of Zero Harm.
2. Interim 5-year Targets to;
  - halve the number of Lost Time Injuries for contractors that occurred in 2009, by the end of 2014.
  - and to contribute to the MPA industry target of a 65% reduction in the 2013 Lost Time Injury Frequency Rate for direct employees, by the end of 2018.

In order to meet these targets it is essential to reduce the number of incidents suffered by drivers on customer sites. Following a review of the hazards and accidents associated with the delivery of bulk and bagged products, MPA Cement member companies have identified a

number of important safety issues which they believe it is reasonably practicable for all customers to control.

Therefore a standard risk assessment is being introduced to rate how effectively these issues are being addressed by individual customer sites.

- A green rating indicates that the issues have been satisfactorily controlled.
- An amber rating indicates the need to address an issue within an agreed timescale and to implement interim measures in order for deliveries to be made safely.
- A red rating indicates an issue has been identified which renders the site unsafe for delivery. This information will be used to agree an improvement plan where necessary.

## 3. PROCEDURE

Approaches adopted by MPA Cement member companies will vary. Generally, however the risk assessment will be carried out by their risk assessor before deliveries are made to new customers.

Any issues raised by the questionnaire will then be subject to further discussion between the cement company and the customer when specific hazards are identified.

You are also strongly advised to review the items listed in the assessor questionnaire: and to correct any deficiencies before the cement company assessor arrives. Your attention is drawn to issues particular to your site that have a high potential of a red safety rating or where previous failures have occurred.

### 1 Approach to site

GREEN AMBER RED

- 1.1 Has information been provided on the best route to the site that includes any restrictions, for example, on height, weight or parking?
- 1.2 Is the site entry safe for vehicular access?
- 1.3 Is the site/site approach accessible for artics or is an urban trailer or rigid required?

- 1.4 On first arrival does the customer provide a site induction and task specific instructions?

### 2 Site accessibility

- 2.1 Are there any onsite height restrictions?
- 

- 2.2 Does the site have options available for waiting or queuing in a safe place, for instance if there are other deliveries taking place.
  - 2.3 Does the site have clear signage instructing drivers where to go etc?
  - 2.4 Is the site free from the effects of adverse weather conditions that could affect delivery (for example, is the site exposed to high winds representing a risk of curtain movement)?
  - 2.5 Is the site free from obstructions to vehicle movements (for example poorly placed pallets or heavy building materials) ?
- Issue: Possible overturning risk during unloading.*
- 2.6 Is the unloading area free from any significant gradient / camber?

### 3 Site conditions

*Issue: Risk of trip/slip/falls where driver stands or walks during delivery. This is the most common cause of injury to drivers on customer sites.*

- 3.1 Is the ground even and firm?
- 3.2 Is the ground properly drained, i.e. minimal standing water?

- 3.3 Is the ground free from slip and trip hazards ?

GREEN AMBER RED  
*Amber sites in sections 3.1, 3.2, 3.3 must be improved to an agreed short term timescale*

*Issue: Risk of forklift colliding with driver.*

- 3.4 If our driver cannot stay in their cab, does the customer provide a safe refuge?

*Issue: Vehicles/machinery and equipment. Being struck by a site-vehicle is the third most common cause of fatal injury at work in the UK.*

- 3.5 Is the lighting sufficient for the driver to see where they are going and what they are doing?

- 3.6 Has the customer defined a safe pedestrian access route for our driver to deliver paperwork?

### 4 Unloading

- 4.1 Are pedestrians excluded from the delivery area during unloading and, in particular, if a reversing manoeuvre is required, is an agreed safe system in place that excludes pedestrians from the area behind the vehicle?
- 4.2 If a reversing manoeuvre is required, is it a blind side reversing manoeuvre?

*Issue: Bagged Vehicle is unstable and at risk of overturning or shedding load if driven while partially unloaded.*

- 4.3 Can the delivery vehicle be unloaded without being turned around part way through unloading to have the pallets removed from the opposite side of the trailer?

- 4.10 Where the customer has to unload in the road, is a long reach forklift truck used to unload the whole vehicle from the curb-side of the trailer?

NOT APPLICABLE

*Issue: Risk of forklift colliding with pedestrian.*

- 4.11 Whenever there is a need for the forklift truck to cross a pedestrian walkway during unloading, does the customer provide a suitable pedestrian marshalling scheme?

NOT APPLICABLE

*Issue: Risk of forklift truck colliding with road vehicle.*

- 4.12 Whenever it is necessary to unload the vehicle from the road-side of the trailer, does the customer operate a temporary traffic control scheme when the forklift truck is on the highway? (e.g. 'lollipop' signs or traffic lights). Details of good practice can be found in the Traffic Signs Regulations and General Directions.

NOT APPLICABLE

## 5 Pre-existing problems (voluntary)

GREEN AMBER RED

5.1 If the site has a safety rating, what colour is it?



Issue: Any further observations.

5.2 Are there any further comments you wish to make?

Assessor name

Signature\*

Date

Company

Site

Site contact

Site signature\*

Date

*\*NB: Users can either print the form out and sign, or key in their full name in the signature boxes.*

### FOR OFFICE USE ONLY

Overall Customer Site Safety Rating



Explanation

## Disclaimer

MPA Cement has prepared this document in the interests of promoting a high standard of safety awareness in its industry. Compliance with any guidance set out in this document does not absolve the user from his legal duties under the Health and Safety at Work etc Act 1974 to form his own site specific assessment of his workplaces and operations and to provide accordingly for such matters. Whilst the MPA cement has taken all reasonable care in preparing its guidance neither MPA cement nor its members will accept any liability in relation to the guidance. Readers are reminded that legislation, official guidance and best industry practice are all subject to change over time. This document was last revised on 4th August 2014.