

<b>Task or work operation</b>	Handling of product and loading / unloading of product
<b>Location of work</b>	Delivery location (when delivered) or Tobermore’s general yard (when collected by or on behalf of customer)
<b>Type of vehicle</b>	Vehicle or trailer that is suitable for loading or unloading operations

## 1. Unloading (when delivered) – Safe methods to be adopted

### Responsibility

The safe unloading of each Tobermore Product Pack is the responsibility of the vehicle driver and the customer. Detailed below is guidance in relation to the safe methods to adopt when performing the unloading activities. However, the layout and associated hazards at each delivery location may vary and therefore the vehicle driver and customer must ensure they assess site conditions and amend the safe methods accordingly.

### Arrival at Delivery Location and parking of vehicle

On arrival at Delivery Location, the vehicle driver will liaise with the customer and determine the unloading area where the vehicle should be parked. The driver reserves the right to refuse to park the vehicle in an area which they perceive to be unsafe, with consideration given to, amongst other factors, ground conditions, slope in levels and weather conditions.

### Unloading from vehicle bed

Both the vehicle driver and the customer must ensure they maintain communication throughout the unloading process, with particular emphasis on the safe movement of vehicles and pedestrians. Consideration should be given to cordoning-off the unloading area to ensure pedestrians and vehicular traffic are suitably segregated.

Each Product Pack may be removed from the vehicle bed by the vehicle driver using the following:

- Hiab crane; or
- Truck mounted forklift

Alternatively, a Product Pack may be unloaded on occasion by the customer using their own forklift truck. Only an Operator who is suitably trained and has attained the required license/certification may operate any unloading equipment, including any Hiab crane, forklift and truck mounted forklift. It is the Operator’s responsibility to ensure that they operate any unloading equipment in accordance with the relevant operations manual and training received at the licensing/certification stage.

Prior to unloading Product Pack, it is the responsibility of the Operator to ensure they are aware how the Product Pack has been secured to the vehicle bed. For example, is the Product Pack attached via wrapping/strapping to a pallet or whether it is on a pallet but not attached?

If the Product Pack is not secured, then it must not be unloaded, and professional help should be sought from a health and safety advisor. Once unloaded, all responsibility for the condition and handling of the Product Pack rests solely with the customer.

## 2. Handling – Safe methods to be adopted

### Opening Product Packs

Once the Product Pack is at ground level, and all vehicle/equipment movements have ceased, the customer is solely responsible for removing the packaging, including strapping and protective coverings including hoods/top sheets. Any strapping or banding should be cut using suitable equipment and not removed by hand.

It is strongly advised that the following personal protective equipment (PPE) is worn when opening a Product Pack.

- Gloves
- Safety Footwear
- Eye Protection

The removal of any strapping or banding from a Product Pack may compromise its stability and safety. Both the customer and Operator are responsible for ensuring the Product Pack is safe and will not fall over before any strapping or banding is removed from the Product Pack.

### **Safe movement of Product Packs**

Once the Product Pack has been placed at ground level, the customer will be solely responsible for its movement from the unloading area to any storage area and onward. Where available, mechanical assistance should be used to move the Product Pack. Manual lifting should only be considered as a last resort.

### **Safe handling and lifting of Product Packs**

When handling a Product Pack, persons should wear appropriate PPE, including concrete handling gloves and safety footwear. Product Pack weights will vary, when lifting a Product Pack, persons must ensure that they adopt safe manual handling techniques, only lifting a Product Pack if it is within their capabilities. If a load is beyond their capability, persons should seek assistance either mechanically or via the help of another person to share the load.

### **Stacking/destacking of Product Packs**

When stacking or destacking Product Packs, both the customer and the Operator must ensure:

- a. Assess load stability**  
Ensure that the items are stacked evenly and securely to prevent shifting or toppling.
- b. Inspection of pallets**  
Inspect pallets for damage before use, as compromised pallets can lead to instability.
- c. Maintain an exclusion zone**  
Keep pedestrians and unauthorised personnel away from stacking and destacking operations.
- d. Stack to a safe height**  
Avoid excessive stacking that could compromise stability or exceed weight limits. Familiarise yourself with the Safe Working Load of the Pallet before stacking additional Product Packs. Please refer to QR code on the product packaging for the safe working load of pallets product information guide for product weights.
- e. Align loads properly**  
If you choose to stack pallets ensure that they are placed squarely over the load below to maintain balance.
- f. Follow proper handling techniques**  
Use appropriate lifting equipment and ensure operators are trained in safe stacking practices.

### **3. Loading (when collected) – Safe methods to be adopted**

#### **When collected by or on behalf of customer from Tobermore's general yard**

Persons collecting Product Packs from Tobermore's general yard must follow and comply with the following safety instructions and guidelines:

- a. Park their vehicle in the area designated by Tobermore for loading.
- b. Apply their handbrake and ensure vehicle does not move until loading has been completed.
- c. The customer is solely responsible for ensuring that the vehicle or trailer is not unevenly loaded or, following loading, unstable.
- d. The customer is solely responsible for ensuring the vehicle or trailer is capable of taking the weight of the load and is properly arranged and secured against shifting during transit, including any strapping or securing of Product Packs.
- e. Customer must avoid overloading. Exceeding weight limits can make the vehicle difficult to steer and brake.
- f. PPE must be worn such as gloves, safety footwear and eye protection.

On arrival at the delivery location following collection, the instructions and guidelines set out above for 'Unloading – Safe methods to be adopted' and for 'Handling – Safe methods to be adopted' will apply, the **customer will be solely responsible for ensuring that those instructions and guidelines are followed and complied with.**

### **Exposure controls**

#### **a. Respiratory protection**

If cutting product, suitable and sufficient dust masks to a BS or EN standard should be worn, where there is a potential inhalation of particles.

#### **b. Hand protection**

Wear protective gloves.

#### **c. Skin and body protection**

Safety footwear and safety helmet should be worn for protection against injury from falling units.

#### **d. Eye protection**

Safety eyewear or a face shield to a suitable BS or EN standard should be worn where there may be a risk of product particles getting into eyes.

### **General housekeeping**

Customer should satisfy itself that loading/unloading, storage and work areas are in good condition, and free from slip, trip and fall hazards.

### **Disposal of waste**

Customer must ensure that, once packaging has been removed, it is correctly disposed of at the earliest opportunity.

- All plastic is 100% recyclable.
- Plastic hoods are made from minimum 30% recycled content.

### **First aid measures**

#### **a. Inhalation (dust)**

Remove immediately to fresh air and seek medical help, if required.

#### **b. Skin contact**

For minor cuts or grazes can occur from sharp edges, seek medical help immediately, if required.

#### **c. Eye contact**

Obtain medical help if irritation occurs or persists.

### **Environmental**

No danger exists, but products and materials should be disposed of in accordance with local regulatory and authority guidance.

**Disclaimer**

The information provided in this document is for general guidance only. While we strive to ensure accuracy, it remains the responsibility of the customer to assess site conditions and to comply with all relevant safety regulations, policies, and legal requirements specific to the task. If in doubt, please consult a qualified professional to assess the operations specific to the site before proceeding.

**Safe Working Load**

Please refer to the QR Code on packaging for the safe working load of pallets.

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