

# Customer Site Safety: Bagged Delivery

Second 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, some nearly fatal, British Cement Association members are introducing a Customer Site Safety Scheme to ensure that major hazards are being correctly addressed.

This document concentrates on a narrow set of health and safety criteria specific to bagged cement delivery that should be considered as part of a customers 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. Revitalising Health and Safety

In support of the Government's *Revitalising Health and Safety* Programme, members of the British Cement Association agreed challenging accident reduction targets with the Health and Safety Executive.

Following an initial review of hazards and accidents associated with the delivery of bulk and bagged products, the Cement Companies have identified a number of important safety issues which they believe it is reasonably practicable for all customers to control. Therefore a new scheme 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

Within the next few months, the cement company will send a site safety assessor to your site. Before they arrive, you will need to fill in the customer questionnaire in this brochure (appendix II) and return it to the cement company. When the assessor arrives they will fill in the assessor questionnaire (appendix I). Any issues raised by the questionnaires will then be subject to further discussion between the cement company and the customer before the site is given an overall green, amber or red safety rating.

You are strongly advised to review the items listed in the assessor questionnaire (appendix I) 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 GENERAL SITE SAFETY**

Green Amber Red

*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.*

- 1.1 Is the ground even and firm?
- 1.2 Is the ground properly drained, i.e. minimal standing water?
- 1.3 Is the ground free from slip and trip hazards ?

*Amber sites in sections 1.1, 1.2, 1.3 must be improved to an agreed short term timescale*

*Issue: Risk of forklift colliding with driver.*

- 1.4 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.*

- 1.5 Is the lighting sufficient for the driver to see where they are going and what they are doing?.
- 1.6 Has the customer defined a safe pedestrian access route for our driver to deliver paperwork?
- 1.7 If a reversing manoeuvre is required, is an agreed safe system in place that excludes pedestrians from the area behind the vehicle?
- 1.8 Is the site entry safe for vehicular access and egress?

**Disclaimer**

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**2 PRE-EXISTING PROBLEMS (VOLUNTARY)**

Green Amber Red

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

*Issue: Any further observations.*

- 2.2 Are there any further comments you wish to make?

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Assessor name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Company \_\_\_\_\_

Site \_\_\_\_\_

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	Green Amber Red
Overall Customer site Safety Rating	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Explanation	
_____	
_____	
_____	
_____	



Yes No

**1 UNLOADING BAGGED DELIVERIES**

**2 ANY FURTHER OBSERVATIONS**

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

2.1 Are there any further comments you wish to make?

1.1 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?

\_\_\_\_\_

1.2 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.*

1.3 Whenever there is a need for the forklift truck to cross a pedestrian walkway during unloading, do you provide a suitable pedestrian marshalling scheme?    
 Not Applicable

Customer Assessor Name \_\_\_\_\_

Position \_\_\_\_\_

Signature \_\_\_\_\_

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

1.4 Whenever it is necessary to unload the vehicle from the road-side of the trailer, do you 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 1994.    
 Not Applicable

Date \_\_\_\_\_

Company \_\_\_\_\_

Site \_\_\_\_\_

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