



**FORKWAY**  
G R O U P

a Briggs Equipment Company

Including Solent Forklift Trucks

# Forkway Information Pack 2023

Last Updated: June 2023



# Table of Contents

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Introduction to Forkway Group.....	3
Depot Locations.....	4
Introduction to Briggs Equipment Group .....	5
Briggs Equipment Group of Companies.....	6
We're a Carbon Neutral Business .....	7
Accreditations and Memberships .....	8
UK Materials Handling Association (Joint Venture between FLTA and BITA).....	9
ITSSAR Accreditation Certificate.....	10
CFTS Certification.....	11
Alcumus Safe Contractor Certificate .....	12
Insurance Details.....	13
Quality Policy.....	22
Health & Safety Policy .....	23
Health & Safety Responsibilities .....	24
Safety Management System Organisation Chart .....	26
General Method Statement: Engineers.....	27
Health & Safety Auditing.....	29
Health & Safety Consultation and Communication .....	57
Customer Health & Safety Bulletin 1 .....	58
Customer Health & Safety Bulletin 2 .....	59
Forkway Group – Operational Memo's.....	60
Accident Investigation Form .....	61
Near Misreport Form Internal/External.....	64
Introduction to The Health & Safety Act 1974 .....	66
Hazards Faced by Forkway Group Engineers.....	67
Display Screen Equipment Assessment.....	68
Forkway Group Risk Assessments .....	77
COSHH SHEETS.....	78
Environmental Policy .....	79
Waste Management Strategy.....	80

## Note

Please note this information pack is reviewed and updated regularly during the Year. Not all procedures and statements will be updated and therefore they might show a different year to the current year. If you need clarification on anything within this pack, please do not hesitate to contact your local depot.

# Introduction to Forkway Group

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We are extremely proud of our heritage at the Forkway Group. Having serviced the needs of their clients throughout 7 decades, the Forkway Group are one of the leading materials handling specialists in the UK. Established in 1961, the business has kept its philosophy at heart, ensuring "Our customers at all times feel valued and respected, through all that they see, hear and experience from all members of the Forkway Group business."

As a founding member of the Forklift Truck Association (FLTA) in 1972, known back then as the Fork Truck Hire Association (FTHA), Forkway have been at the forefront of further developments in the forklift industry. Following 2 years as Vice Chairman of the FLTA, Forkway Managing Director, Martyn Fletcher became Chairman of the FLTA on the 14th October 2009.

In 1979, the Forkway Group became the first appointed UK dealers for Nissan (Datsun). Following this addition, the company continued to grow, further expanding its influence in the Yorkshire area in 1992 before continuing this development in 2007. The year of 1998 brought the acquisition of Solent Forklift Trucks. Following this acquisition, the Forkway Group have now become the leading materials handling specialists for the Solent Region.

In 2008 Forkway joined forces with Yale Forklifts, increasing their product offerings and territory coverage. Yale is one of the oldest manufacturers of forklifts and warehouse equipment, having been in the business for 137 years. As a Yale dealer, Forkway have at their disposal, a wide range of materials handling equipment, ranging from speciality warehouse equipment to traditional counterbalance forklifts that can be tailored to suit the needs of their clients. To keep pace with changing storage solutions, Forkway have also forged long lasting partnerships with several global leaders in specialist handling equipment including Combilift.

Forkway distribute an extensive range of conventional counterbalanced equipment as well as products allied to this area, including articulated trucks, large counterbalanced and dock handling equipment, side loaders and floor cleaners; often prepared for working in a hazardous or harsh environment. In addition, we supply many attachments and parts, and support each sale or hire contract with a first-class service, repair, and maintenance program.

In December 2021 Forkway was acquired by Briggs Equipment. However, Forkway will continue to offer its customers the same high service they would expect from a small independent Material Handling dealer, but with the backing of a large corporate company.



## Depot Locations

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### *Amersham*

Unit 7 Corinium Industrial Est  
Raans Road  
Amersham  
Buckinghamshire  
HP6 6JQ

Tel: 01494 723456

### *Dewsbury*

Shawcross Business Park  
Horace Waller VC Parade  
Owl Lane  
Dewsbury  
West Yorkshire  
WF12 7RF

Tel: 01924 465999

### *Southampton*

Solent Forklifts  
Paulton's Park Ower  
Near Romsey  
Southampton  
Hampshire  
SO51 6AL

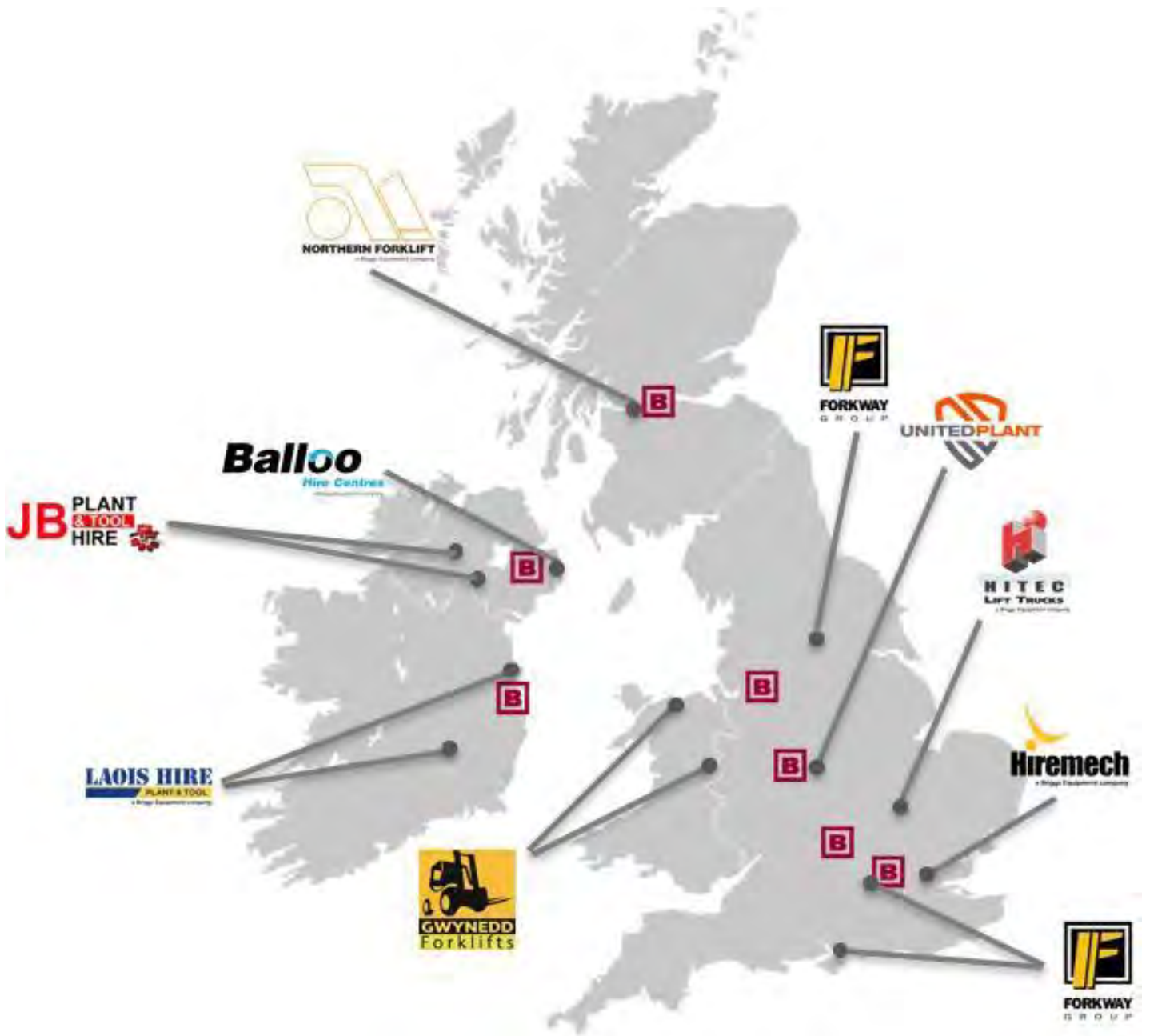
Tel: 02380 814545

# Introduction to Briggs Equipment Group

Briggs Equipment is an engineering services and asset management specialist that has transformed the contract hire of industrial machinery. In addition to being the exclusive UK distributor for both Hyster and Yale ranges of materials handling equipment and Hako industrial cleaning solutions, Briggs enjoys many other strategic partnerships with suppliers that provide aerial access, groundworks, agricultural plant and machinery; a true one-stop-shop.

<p><b>National coverage</b> <b>Local presence</b></p>		
	<p><b>600+</b> Mobile engineers</p>	
		<p><b>65,000</b> Managed assets</p>
	<p>Largest independent provider of industrial contract rental</p>	

# Briggs Equipment Group of Companies



## Engineering Services: More Than Just Forklifts



# We're a Carbon Neutral Business

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As part of the Briggs Equipment Group, we are a carbon neutral business.

It's very important to us and to our customers that we continuously find ways to minimise our environmental impact and take our responsibilities seriously. We offer the best quality equipment, we advise our customers on the fuel strategy that's appropriate for their business and seek out every opportunity to ensure that we have a positive impact on your business.

Our carbon impact has been offset through a series of projects that include tree planting, habitat creation, the rewilding of developed areas and the implementation of renewable energy generation.

This commitment not only demonstrates the importance we place on sustainability, but our customers can have confidence that they are partnering with an organisation that takes the significant environmental challenges extremely seriously.

We're proud to be part of an environmental leader in our industry and we're determined to continue planning for the future and voluntarily taking action on this most important of issues.



We plant a tree for every truck we sell



A key element of our environmental strategy moving forward is our pledge to plant a tree for every truck we sell. This is an additional initiative running in parallel to the offsetting that we have done as part of our Carbon Neutral commitment. To help us co-ordinate this activity we have partnered with Ground Control who are supporting us with the planting of trees throughout the UK.

Our overall ambition and vision is to contribute a significant amount of natural habitat and rewilding, ensuring adequate space for wildlife to flourish and indigenous species to thrive. This campaign and our wider environmental commitments will guarantee that this ambition becomes a reality.

# Accreditations and Memberships

<b>UK Materials Handling Association</b> <span style="float: right;"><a href="https://www.ukmha.org.uk">https://www.ukmha.org.uk</a></span>	
	<p>The UKMHA is a not-for-profit organisation representing all aspects of the UK's material handling industry, including manufacturers, suppliers, dealers and other stakeholders. The new association has been formed by the merger of the industry's two most respected trade associations – the British Industrial Truck Association (BITA) and the Fork Lift Truck Association (FLTA).</p> <p>Harnessing the expertise from both organisations, the UKMHA will play a vital role as the single voice of the material handling industry, dedicated to creating an environment where all its members can prosper, and technical excellence is paramount.</p>
<b>ITSSAR</b> <span style="float: right;"><a href="https://www.itssar.org.uk">https://www.itssar.org.uk</a></span>	
	<p>ITSSAR has a vast knowledge and expertise in a broad range of mechanical handling equipment. We recognise, approve, and accredit a full range of courses throughout the UK, including Counterbalance, Reach, Powered Pallet Trucks and Manual Handling among many others. We've been improving training standards since 1991, and our dedicated team writes and monitors standards for a broad range of mechanical handling equipment to guarantee the highest quality of training within the workplace</p>
<b>CFTA</b> <span style="float: right;"><a href="https://www.thoroughexamination.org">https://www.thoroughexamination.org</a></span>	
	<p>Since 2004, CFTS has set a standard for Thorough Examinations. CFTS was created by the FLTA and BITA to solve a vital problem facing work equipment users. A lack of national standards meant that historically there was no consistency between equipment inspections and there was a high risk of corners being cut. Owners could not be confident that their trucks were legal or safe to use.</p> <p>PUWER and LOLER regulations legally require all lift trucks to have a valid Report of Thorough Examination – but there was little official guidance about what this should cover. To provide clarity, the materials handling industry's major trade associations worked together to give clear, definitive procedures and consistent national standards for a safe and genuine Thorough Examination.</p> <p>The result is CFTS: a national accreditation scheme for Thorough Examination, specifically for companies who service work equipment.</p>
<b>Alcumus Safe Contractor</b> <span style="float: right;"><a href="https://www.safecontractor.com">https://www.safecontractor.com</a></span>	
	<p>Safe Contractor gives businesses the peace of mind that their supply chain is secure and resilient and allows contractors to demonstrate that they meet the necessary requirements around health and safety, environmental, modern slavery, diversity, equality, workplace wellbeing and financial stability, all in one product.</p>

## ISO Standards

Forkway Group is no longer registered as having ISO 9001 standards. It was a group decision not to renew this accreditation. Forkway have met and continue to meet the high standards set by the UKMHA and Safe Contractor memberships. We are regularly audited by Briggs Equipment, UKMHA & Safe Contractor to make sure we abide to these high standards. Please refer to the above websites for further information.





**UKMHA**

UK MATERIAL HANDLING  
ASSOCIATION

## MEMBER

This is to certify that

Forkway Ltd

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has been accepted as a member of the  
**UK Material Handling Association**  
for the year beginning

01/01/2023

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The member agrees to conduct its business in a  
manner that will reflect credit upon itself and the  
Association and will strive to improve its own  
competence as well as that of others in the industry.

Signed

President

Signed

*T. Li*,

Chief Executive





# Independent Training Standards Scheme & Register

## CERTIFICATE OF ACCREDITATION

This is to certify that

# Forkway Ltd

has met the prerequisite standards of ITSSAR  
and is hereby appointed as an accredited

## Operator Training Organisation

Training at Designated Training Centre & Customer Premises

Registration Number: 2:10749

Accreditation Date: 3<sup>rd</sup> February 2023

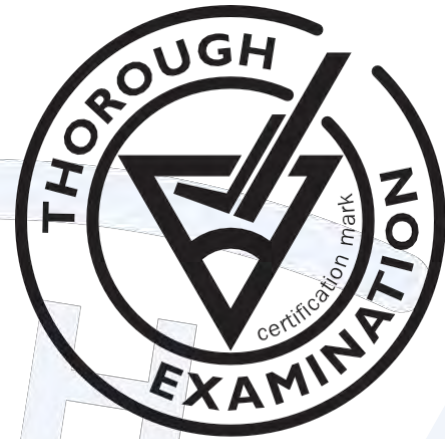
Expiry Date: 3<sup>rd</sup> February 2024

General Manager:

Accreditation Manager:



# Certificate of Accreditation



This is to certify that

**Forkway Ltd**

has been awarded accreditation for the conduct of

## Thorough Examination

under the CFTS

## Quality Assurance Procedural Code

for the year

**2023 : CFTS #40**

The accredited company has proved itself competent to carry out Thorough Examinations in accordance with the CFTS Quality Assurance Procedural Code. The company must register for accreditation on an annual basis and is obliged to abide by a strict Code of Practice.

Signed

Handwritten signature of David Goss in blue ink.

**David Goss**  
Secretary General, BITA



Signed

Handwritten signature of Tim Waples in blue ink.

**Tim Waples**  
Chief Executive, FLTA



**CFTS** (Consolidated Fork Truck Services) is jointly owned by the **British Industrial Truck Association (BITA)** and the **Fork Lift Truck Association (FLTA)** and operates to their agreed standards.



# Certificate of Accreditation

**This is to certify that**

Forkway Group Ltd

**has achieved SafeContractor accreditation**

**Date:** 16th June 2023

**This certificate is valid until:** 16th June 2024

**Certificate number:** FE8329

**Signed:**

Alyn Franklin  
Alcumus CEO



Alcumus SafeContractor Ltd is a UKAS accredited Type C Inspection body under ISO17020:2012 covering the SSIP Core Criteria element of the SafeContractor Assessment Standard.

Full Validation of this certification should be made via the SSIP Portal <https://www.ssiportal.org.uk/>



# Certificate of Verification

## This is to confirm that

Forkway Group Ltd

## has completed the SafePQQ question set covering the following topics:

- Finance
- Environment
- Quality Management
- Equality
- Modern Slavery
- Anti-bribery
- GDPR
- Right to Work
- References
- Building Information Modelling

**Registration number:** FE8329

**Expiry date:** 16th June 2024

**Signed:**



**Alyn Franklin**  
Alcumus CEO

### Please note

This certificate is only valid with a SafeContractor health and safety accreditation certificate.

The SafePQQ product is aligned to the PAS91 Question set.

This certificate is the property of Alcumus SafeContractor and must be returned on request.

**Alcumus SafeContractor**, Ays House, Parc Nantgarw, Cardiff, CF15 7QX

**T:** 029 2026 6749 **E:** safecontractor@alcumusgroup.com **W:** www.alcumusgroup.com | www.safecontractor.com

**PAS91**



## Schedule to SafeContractor certificate

This SafeContractor certificate is awarded for the following services:

### Work Categories:

**Ability to Subcontract:** Ability to Subcontract

**Fork Lift Truck Services:** Fork Lift Truck Services

**Supplier & Service Provider:** Material Handling Equipment Supply

### Industry Roles:

Non-Construction Contractor, Supplier

### Category Related Activities:

Hot Works, Ladders / Step Ladders, MEWPs, Selection & Control of Subcontractors, Working at Height, Working on Services, Systems, or Equipment Requiring Isolation, Working with Chemicals and Hazardous substances

Full validation of this certificate should be made via the SSIP Portal [www.ssiportal.org.uk](http://www.ssiportal.org.uk)

**SafeContractor** accreditation has been achieved following an assessment of the contractor's health & safety documentation, and compared against the **SafeContractor** Charter Standards, which set out the health & safety standards required to achieve accreditation.

For more information on the Charter Standards, the **SafeContractor** scheme or for confirmation of this contractor's accreditation please telephone **SafeContractor** on 029 2026 6749.

[www.safecontractor.com](http://www.safecontractor.com)  
[www.alcumus.com](http://www.alcumus.com)

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Company registration number: 07618138





VERIFICATION OF INSURANCE TO  
WHOM IT MAY CONCERN

Dear Sirs,

Insured: *Briggs Equipment UK Limited and Subsidiary Companies*

As at the date of this letter, we act as insurance brokers to the above Insured and in this capacity can provide brief details of the Insured's current *Public and Products Liability*

Public and Products Liability

Insurer: ACE American Insurance Company

Policy Number: CXC D67246202 001 Period: 12

months from: 01 June 2023

Limit of Indemnity: USD 2,000,000 any one claim and USD 2,000,000 in the aggregate.

Includes: Additional Insured where required by contract / Separation of insured

Umbrella Policy Public and Products Liability

Insurer: Hartford

Policy Number: CH23UMRZ01YY3IV Period:

12 months from: 01 June 2023

Group Excess Public and Products Liability

Insurer: Allied World National Assurance Company

Policy Number: 0312-8866

Period: 12 months from: 01 June 2023

Group Excess Public and Products Liability

Insurer: AXA XL

Policy Number: US00129726LI23A Period:

12 months from: 01 June 2023

Lockton Companies LLP

A limited liability partnership registered in England & Wales at The St Botolph Building, 138 Houndsditch, London EC3A 7AG. Company number OC353198

A list of the designated members and individual members of Lockton Companies LLP is available for inspection at the registered office

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[www.locktoninternational.com](http://www.locktoninternational.com)



UNCOMMONLY INDEPENDENT

Limit of Indemnity: An insured amount of USD equivalent to no less than GBP 5 million any one claim up to the agreed excess layer policy limit in respect of Public Liability and Products Liability.

Includes: Indemnity to Principal's Clause/Joint Insured

This letter is provided for information only and the confirmation given in respect of the insurance policies noted in this letter is given solely as at the date of this letter. Cover is subject to Insurer's policy terms, conditions, limitations and exclusions, and may also be subject to cancellation provisions and warranties.

The issuance of this letter does not make the person or organisation to whom it has been issued an additional insured and confers no rights upon the recipient, nor does it modify in any manner the contract of insurance between the Insured and Insurers.

Without prejudice to the foregoing no assurance is given by us to the adequacy or otherwise of the sums insured /limit of liability/indemnity (as the case may be) under the insurance policies. Nor do we express any view or assume any liability as to the solvency or future ability to pay of any of the insurance companies with whom the insurance policies have been placed. In each case you must rely upon your own assessment of such matters. We cannot comment as to whether the Insured has done or omitted to do anything which has rendered or may render any policy of insurance (including the insurance policies noted in this letter) taken out by it or by any other person in relation to any of the Insured's assets or liabilities void or voidable and you must similarly rely upon your own enquiries in this respect. Where more than one insurer is involved in the placement of cover, not all such insurers may have the same credit rating and the credit ratings of each of such insurers may differ.

Lockton does not accept any liability or responsibility to any third party (including, but not limited to, any person to whom this letter is addressed) in respect of the information provided nor does Lockton have any obligation to advise any changes to or cancellation of the insurances described.

This letter shall be governed by and shall be construed in accordance with English law and the courts of England and Wales shall have exclusive jurisdiction.

We trust that this information is sufficient for your purposes however, should you require additional detail this can be provided upon agreement from the Insured.

SIGNED:

PRINT NAME: Melanie Read

For and on behalf of Lockton Companies LLP

DATED: 02 June 2023

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UNCOMMONLY INDEPENDENT

**SIGNED:**

**PRINT NAME: David Peatfield**

**For and on behalf of Lockton Companies LLP DATED: 02**

**June 2023**

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VERIFICATION OF INSURANCE TO  
WHOM IT MAY CONCERN

Dear Sirs,

Insured: *Briggs Equipment UK Limited and Subsidiary Companies*

As at the date of this letter, we act as insurance brokers to the above Insured and in this capacity can provide brief details of the Insured's current insurance as follows, *Employers Liability* :

*Employers Liability*

Insurer: Allianz Insurance Plc  
Policy Number: SZ/25912242  
Period: 12 Months from 01 June 2023 Limit of  
Liability: £10,000,000 any one claim

This letter is provided for information only and the confirmation given in respect of the insurance policies noted in this letter is given solely as at the date of this letter. Cover is subject to Insurer's policy terms, conditions, limitations and exclusions, and may also be subject to cancellation provisions and warranties.

The issuance of this letter does not make the person or organisation to whom it has been issued an additional insured and confers no rights upon the recipient, nor does it modify in any manner the contract of insurance between the Insured and Insurers.

Without prejudice to the foregoing no assurance is given by us to the adequacy or otherwise of the sums insured /limit of liability/indemnity (as the case may be) under the insurance policies. Nor do we express any view or assume any liability as to the solvency or future ability to pay of any of the insurance companies with whom the insurance policies have been placed. In each case you must rely upon your own assessment of such matters. We cannot comment as to whether the Insured has done or omitted to do anything which has rendered or may render any policy of insurance (including the insurance policies noted in this letter) taken out by it or by any other person in relation to any of the Insured's assets or liabilities void or voidable and you must similarly rely upon your own enquiries in this respect. Where more than one insurer is involved in the placement of cover, not all such insurers may have the same credit rating and the credit ratings of each of such insurers may differ.

Lockton does not accept any liability or responsibility to any third party (including, but not limited to, any person to whom this letter is addressed) in respect of the information provided nor does Lockton have any obligation to advise any changes to or cancellation of the insurances described.

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This letter shall be governed by and shall be construed in accordance with English law and the courts of England and Wales shall have exclusive jurisdiction.

We trust that this information is sufficient for your purposes however, should you require additional detail this can be provided upon agreement from the Insured.

**SIGNED:**

**PRINT NAME: Melanie Read**

**For and on behalf of Lockton Companies LLP DATED:**

**01 June 2023**

**SIGNED:**

**PRINT NAME: David Peatfield**

**For and on behalf of Lockton Companies LLP DATED:**

**01 June 2023**

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UNCOMMONLY INDEPENDENT

VERIFICATION OF INSURANCE TO  
WHOM IT MAY CONCERN

Dear Sirs,

Insured: *Briggs Equipment UK Limited and or Subsidiary Companies*

As at the date of this letter, we act as insurance brokers to the above Insured and in this capacity can provide brief details of the Insured's current Hired in plant policy :

*Hired in Plant*

Insurer: Allianz Insurance PLC

Policy Number: 32/CS/29213184

Period: 12 Months from 01<sup>st</sup> June 2023

Limit of Liability: £2,500,000 any one claim and in the aggregate - including continuing hire charges, reducing to £50,000 in respect of scaffolding.

This letter is provided for information only and the confirmation given in respect of the insurance policies noted in this letter is given solely as at the date of this letter. Cover is subject to Insurer's policy terms, conditions, limitations and exclusions, and may also be subject to cancellation provisions and warranties.

The issuance of this letter does not make the person or organisation to whom it has been issued an additional insured and confers no rights upon the recipient, nor does it modify in any manner the contract of insurance between the Insured and Insurers.

Without prejudice to the foregoing no assurance is given by us to the adequacy or otherwise of the sums insured /limit of liability/indemnity (as the case may be) under the insurance policies. Nor do we express any view or assume any liability as to the solvency or future ability to pay of any of the insurance companies with whom the insurance policies have been placed. In each case you must rely upon your own assessment of such matters. We cannot comment as to whether the Insured has done or omitted to do anything which has rendered or may render any policy of insurance (including the insurance policies noted in this letter) taken out by it or by any other person in relation to any of the Insured's assets or liabilities void or voidable and you must similarly rely upon your own enquiries in this respect. Where more than one insurer is involved in the placement of cover, not all such insurers may have the same credit rating and the credit ratings of each of such insurers may differ.

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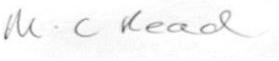
[www.locktoninternational.com](http://www.locktoninternational.com)



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We trust that this information is sufficient for your purposes however, should you require additional detail this can be provided upon agreement from the Insured.

SIGNED: 

**PRINT NAME: Melanie Read**

**For and on behalf of Lockton Companies LLP DATED:**

**01<sup>st</sup> June 2023**

SIGNED: 

**PRINT NAME: David Peatfield**

**For and on behalf of Lockton Companies LLP DATED:**

**01<sup>st</sup> June 2023**

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## Quality Policy

The management of the Forkway Group recognises that the delivery of total quality against measurable standards will drive operational performance. We will always put our customers first. We will listen to them and meet their needs on time, every time at value for money prices. Our success will be measured by market share and our customers long- term loyalty.

Quality will form the vital bridge between consistently delivered service levels and profit by driving operating costs continuously. Our customers will define the quality standards against which we measure our performance. We will achieve our goals through the commitment of our people. We will train, motivate, and develop employees so that our professionalism, commitment, and teamwork will deliver consistently high standards of service.

We operate a mature quality management system that has been consistently certified to BS EN ISO9001 since 1996 and encompasses Sales, Hire and Service of materials handling equipment. The quality manual and associated procedures define how the quality system is documented, implemented, reviewed (audited) and maintained. The contents of the quality manual are mandatory upon all employees at all times and the objective measurement and ongoing training of employees are treated as priorities.

Understanding what satisfies our customers and motivates our employees will be the fundamental principal behind our success as a service-led company. Trust and value will be the essence of the Forkway Group brand, supported by total commitment to be right first time, on time, every time.

A handwritten signature in black ink, appearing to read 'Paul Fox', is written over a horizontal line.

Paul Fox  
Managing Director

Last Reviewed: March 13<sup>th</sup> 2023



## Health & Safety Policy

The Forkway Group is committed to ensuring the health, safety and welfare of its employees, so far as is reasonably practicable. We also fully accept our responsibility for other persons who may be affected by our activities.

Each employee will be given such information, instruction and training as is necessary to enable the safe performance of work activities. This will include the requirements for employees engaged in the operation of vehicles both on company premises and whilst conducting the company's business on the public highways.

It is the duty of management to ensure that all processes and systems of work are designed to take account of health and safety and are properly supervised at all times.

Adequate facilities and arrangements will be maintained to enable employees and their representatives to raise issues of health and safety. Particularly, the reporting of injuries, accidents and near misses, wherever and however caused is mandatory on all employees.

Competent people will be appointed to assist us in meeting our statutory duties including, where appropriate, specialists from outside the organization.

Every employee must co-operate with us to enable all statutory duties to be complied with. The successful implementation of this policy requires total commitment from all levels of employee, from the boardroom to the shop floor.

Each individual has a legal obligation to take reasonable care for his or her own health and safety, and for the safety of other people who may be affected by his or her acts or omissions. Full details of the organisation and arrangements for health and safety will be set out in separate documents.

This policy will be regularly monitored to ensure that the objectives are achieved. It will be reviewed and, if necessary, revised in the light of legislative or organisational changes.

Paul Fox  
Managing Director

Last Reviewed: March 13<sup>th</sup> 2023

## Health & Safety Responsibilities

In order to ensure that health and safety is successfully managed within the organisation the following responsibilities have been allocated.

### 1. Overall Responsibility

The Managing Director accepts overall responsibility for all health, safety, and welfare matters.

### 2. Management Responsibility

The Operations Director is responsible for coordinating a cohesive and proactive approach to Health and Safety throughout the entire company.

Managers dealing with particular topic areas will be advised of any specific health and safety duties. (For example, the senior stores person will be required to obtain material safety data sheets for COSHH purposes prior to ordering any product for the first time.)

All managers are responsible for ensuring that the safety policy is implemented within their own departments. Managers must monitor the workplace to ensure that safe conditions are maintained. Where risks are identified the manager must ensure that these are rectified, so far as is reasonably practicable.

#### Management duties include the following:

- 2.1 Ensuring that employees, contractors, and visitors are aware of safety Procedures.
- 2.2 Establishing that all equipment, Plant, and substances used are suitable for the task and are kept in good working condition; this includes the regular maintenance and servicing of equipment.
- 2.3 Providing adequate training, information, instruction, and supervision to ensure that work is conducted safely.
- 2.4 Taking immediate and appropriate steps to investigate and rectify any risks to health and safety arising from the work activity.
- 2.5 Bringing to the prompt attention of senior management any health and safety issue that requires their attention.
- 2.6 Ensuring that all accidents and near misses are properly recorded and reported and that an investigation is carried out to determine causal factors.
- 2.7 Maintaining safe access to and egress from the workplace at all times.

### 3. Employee Responsibility

All employees must:

- 3.1 Take reasonable care for their health and safety.
- 3.2 Consider the safety of other persons who may be affected by their acts or omissions.
- 3.3 Work in accordance with information and training provided.
- 3.4 Refrain from intentionally misusing or recklessly interfering with anything that has been provided for health and safety reasons.



3.5 Report any hazardous defects in Plant and equipment, or shortcomings in the existing safety arrangements to a responsible person without delay.

3.6 Not undertake any risk for which authorisation and or training has not been given.

#### 4. First Aid

The company will maintain a suitable number of first aid personnel to deal with minor accidents and emergencies in the workplace. These personnel will have sufficient training and qualifications in accordance with statutory requirements. The names of first aiders will be displayed throughout the workplace.

#### 5. Emergency procedures

Emergency procedures are designed to give warning of imminent danger and to allow personnel to move to a place of safety. The manager of each department is responsible for ensuring that all employees and visitors within the area are informed of, and are fully conversant with, emergency procedures. Fire wardens will be appointed for each area to assist with an evacuation. They will be given adequate instruction and training to ensure effectiveness.

#### 6. Health Surveillance

We will ensure that health surveillance of individuals is provided where required under statutory provisions or where this would be of benefit to maintaining health, safety, and welfare.

#### 7. Information and communication

We will ensure that suitable and relevant information relating to health, safety and welfare at the workplace is disseminated to staff and non-employees. Statutory notices will be displayed throughout the workplace.

The Forkway Group is committed to ensuring the health, safety and welfare of its employees, so far as is reasonably practicable. We also fully accept our responsibility for other persons who may be affected by our activities. We will take steps to ensure that our Statutory duties are met at all times



Paul Fox  
Managing Director

Last Reviewed: January 4<sup>th</sup> 2022

# Safety Management System Organisation Chart

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# General Method Statement: Engineers

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*Issue No 15 – Last Updated January 2022*

## Introduction

The following method statement is designed to cover Forkway staff whilst carrying out maintenance and repairs to plant equipment on customers' premises.

Work will be carried out in accordance with the information contained within the following documents and manuals:

- Manufacturers Service Manuals and information books
- Technical Information file
- Health and Safety Manual

Forkway Service Engineering staff has available to them copies of this documentation, which is regularly updated.

## Training

Forkway Service Engineering staff are trained by either the product manufacturer/agent or an approved training organisation. All training records are held at the local Forkway Branch. The training programme is continuously reviewed to ensure best working methods and practices.

Ongoing training for Engineers carried out dependent on the specific requirements of the individual. Furthermore, the various Manufacturers regularly carry out "new product introduction" courses. This ensures the Engineers are aware of the latest products being introduced to the marketplace.

## Company Vehicles

Service Engineers are provided with a vehicle suitable for the specific work they carry out. Each vehicle carries the appropriate tools, equipment, and spare parts to enable them to carry out efficient maintenance and repairs necessary. Tools and equipment are inspected annually; any damaged or defective items are replaced when required. All lifting equipment is regularly inspected in accordance with the statutory requirements. Current test I inspection certificates are available for inspection if required. All mains powered electrical equipment is tested in accordance with Law. Each of the service vehicles is checked annually to ensure compliance with Company Standards.

## COSHH Products

Any item carried or used, which is covered by the COSHH regulations are listed in the company COSHH data manual, a copy of which is available.

## PPE (Personal Protection Equipment)

All staff that may be exposed to a risk to their health and safety while at work will be provided with suitable and effective personal protective equipment, which must be worn when required. At present this covers as a minimum: -

Safety footwear	Waterproof Overalls
Overalls	Hardhats
Ear protection	Eye Protection
Dry & wet gloves	Latex Gloves
High Visibility Vests	Barrier Cream

## On site activity

All Service Engineers will carry out their work with due care and attention to the conditions and regulations in force on Customer's premises. All engineering personnel will undergo competence level assessments. This will allow them to load the FLT up to its maximum capacity, and carry out functional tests, however, not to use the FLT to load/unload vehicles, racking etc.

The Customer will be required to inform the visiting Engineer of any hazards on site and of any procedures which must be observed in the case of emergency.

Particular attention must be paid when welding is to be carried out. Engineers should be familiar with the onsite welding procedure and where necessary obtain hot working/permits to work from the customer's representative.

Where an area of mutual interest exists, then a clear method of safe working should be established between the Service Engineer and Customer. If required, a representative from Forkway can attend site to carry out a Risk Assessment. The support and assistance of the customer will be required at this time.

All work being undertaken must be carried out in a suitable area, which minimises any risk to the Customer's staff and provides, in so far as is reasonably practicable, good working conditions for the Service Engineer. In the event of a machine requiring to be left unserviceable, then clear notice(s) and "out of order" plate must be used to indicate this. The Customer will be expected to observe the notice(s).

Under no circumstances are Service Engineers allowed to remove, modify, or interfere with any safety device system fitted to the trucks and equipment, such as:

- Anti-re-start switches
- Neutral start switches
- General Safety switches
- Seat switches
- Brake switches

Adjustments to the equipment will only be made in line with the parameters set out in the manufactures service manuals. Where a component has failed or is found faulty during routine maintenance and spare parts are not immediately available, the equipment will be taken out of action and clearly marked using "Do Not Use" signs across the steering wheel. A representative of the customer will be asked to sign a service report, stating that the equipment must not be used until the device has been repaired or replaced.

In the case of any accident or incident occurring, this will be reported to the designated person on site for inclusion in the Accident Book. This will also be entered in the relevant Forkway Branch Accident Book.

Upon leaving the Customer's site, the Service Engineer will ensure that the area has been left clean and tidy, all materials have been correctly disposed of and that any relevant information has been passed to the Customer's representative.

#### Hazardous sites

Only Service Engineers who have received the necessary training are authorised to carry out servicing and repairs to flame protected equipment on zoned sites. These Engineers should make sure that the customer's site induction programme is presented to them and that they are aware of the hazardous areas before any work commences on the site.

The truck or equipment, which requires maintenance, should, where at all possible, be moved to an area, which is not zoned. In the event of this not been practical a full risk assessment of the work required must be carried prior to commencement.

These trucks and equipment operate in hostile and potentially dangerous environments which, when all legal requirements and engineering designs/modifications have been fulfilled, still present a risk to the worker.

The main points to remember are to:

- Adhere to safe systems of work devised to control the risks.
- Report to a responsible person any unforeseen circumstances, which present a risk not adequately controlled by existing measures.
- Comply with any Permit to Work or Hot Licence procedures.
- Wear the correct PPE as described during the customers site induction programme.



## Health & Safety Auditing

Each Forkway depot site safety manager carries out periodic inspections of both workshops and offices.

A Forkway Group Safety manager carries out an audit at each site every 6 months and reports the results of their audit to the senior management board.

Spot checks are carried out on a weekly basis with action being taken if any area is found to be non-compliant

Sample Documents (on the next few pages)

# Health, Safety and Environmental Audit Report



Updated: October 2020

# FORKLIFT TRUCK HEALTH, SAFETY AND ENVIRONMENTAL AUDIT REPORT

This audit must be completed on a six-monthly basis (end March and end September).

The blank page entitled “**Notes/Actions**” should be used where insufficient space is available alongside the question and/or a further explanation is required.

The senior person on site and the safety officer must sign this audit

SITE INFORMATION		
1	Location Address	
2	Senior Person on Site	
3	Site Safety Officer	
4	Date of Audit	

## USING THE AUDIT DOCUMENT

- The questions in each section of the audit report cover all foreseeable issues to be found in most workplaces. If you see something that is not covered by a question then make a note of it in the appropriate section, or at Tab20 - Audit Notes/Action Section.
- Use the Guidance Notes to check what the law expects or the minimum standard to be achieved, or what is best guidance. This will help set a standard of consistency of reporting throughout the company.
- When you make additional comments at Tab20 - Audit Notes/Action Section, enter the following identification reference for the Section and

Question: EXAMPLE

STATUTORY SIGNS & NOTICES						
SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
EMPLOYERS LIABILITY	5	Is it current?				
	6	Is it clearly displayed?				

*If there is insufficient space in the 'COMMENTS' box for your comments or a further explanation is required about the 'EMPLOYEES LIABILITY INSURANCE CERTIFICATE ITEM 5 – Is it current?'*

*Enter S for Statutory Signs & Notices then 1 for the Tab number and finally enter the question number 5. So what goes into the QUESTION NUMBER column at TAB 20 – AUDIT NOTES/ACTION SECTION is S/1/5, this denotes that you are referring to the STATUTORY SIGNS & NOTICES SECTION at TAB 1 and specifically EMPLOYEE LIABILITY INSURANCE CERTIFICATE ITEM 5 – Is it current?*

*Follow this format for all sections where you must make additional comments*



## AUDIT GATHERING PAD SECTIONS

SECTION	TAB	PAGE
SIGNS & NOTICES	1	1
FIRST AID : Incident reporting, First Aiders, Appointed Persons, Records, First Aid Facilities	2	2-3
FIRE : Procedures, Training, Drills, Appliances, Means of Escape	3	4-5
RISK ASSESSMENT : Ergonomics, Noise, Safe Working Procedures	4	6
TRAINING : Management, Employee, Induction, Consultation	5	7
ELECTRICAL : Fixed electrical installations, Portable electrical appliances	6	8
COSHH : Records, Assessments, Safe working procedures, Emergency measures, Training, Disposal	7	9
WORKING ENVIRONMENT L Temperature, Lighting, Housekeeping	8	10
WELFARE : Offices, Workshops, Sanitary facilities, Rest Rooms	9	11
EQUIPMENT : Machinery safety, Abrasive wheels, Welding/cutting, Ventilation systems, Pressure systems, Air/Pneu tools	10	12-13
MATERIAL HANDLING : Fork lift trucks - Pallet trucks - Lifting equipment - Manual handling	11	14
ACCESS EQUIPMENT : Portable ladders - Steps - Step ups	12	15
STORAGE Battery acids : Flammable substances - Racking - Light fittings - Personal protective equipment - Mezzanines	13	15
PERSONAL PROTECTIVE EQUIPMENT : Administration - Maintenance - Use	14	17
ENVIRONMENTAL : Waste management - Spill procedures	15	18
TRAFFIC & DRIVERS : Maintenance - Emergency equipment - Traffic management - Drivers details	16	19
OUTSIDE AREAS : Traffic routes - Lighting - Ground conditions - Oil/chemical/LPG storage - Emergencies - Security	17	20
CONTROL OF CONTRACTORS : Vetting - Risk control - Contractor control - Contractor insurance	18	21
SHARED SITES : Co-operation and co-ordination	19	22
AUDIT NOTES/ACTION	20	23

## NOTES ON LEGISLATION AND GUIDANCE

	PAGE
SECTION A: POLICY & ARRANGEMENTS Policy - management attitude - Consultation - Housekeeping - Risk assessment - Safe working procedures - Training & instruction - Contractors - Visitors - Signs & notices	1-4
SECTION B: EMERGENCY ARRANGEMENTS First aiders & appointed persons - First aid boxes - Accident reporting & recording - Accident investigation - Civil procedure rules - Fire certificates - Fire equipment - Drills - Evacuation - Fire register - Fire signs	5-8
SECTION C: SERVICES Fixed electrical installations - gas supply - Water - Legionnaires disease - Pipeline supply systems	9-10
SECTION D: WORKPLACE Structure - Gazing - Sanitary & welfare facilities - Lighting - Temperature - Ventilation - Noise – DSE equipment - Ergonomics - Lone working - Smoking – Security	11-14
SECTION E: EQUIPMENT & MACHINERY Portable appliances - Welding - Abrasive wheels - Compressed air - Machinery - Access equipment - Working from forklift truck platforms	15-17
SECTION F: MATERIAL HANDLING Manual handling - Lifting equipment - Pallet trucks - Forklift trucks – Cranes	18-19
SECTION G: STORAGE FACILITIES Shelving & racking - Mezzanine floors - Pallets – Chemicals	20
SECTION H: HAZARDOUS SUBSTANCES Assessment process	21
SECTION J: PROTECTIVE CLOTHING & EQUIPMENT Compliance with regulations - Issue of PPE – health surveillance - Respiratory effects - Hand-arm vibration syndrome - Noise induced hearing loss - Health awareness	22-23
SECTION K: ENVIRONMENTAL MEASURES Hazardous substances/contaminated waste - General waste - Spillage controls	24
SECTION L: TRANSPORT Pedestrian segregation - Vehicle maintenance - Driver's licences - Emergency equipment	25

## STATUTORY SIGNS & NOTICES

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
HEALTH AND SAFETY POLICY STATEMENT	1	Is an up to date copy of the Statement clearly displayed in the workplace?				
	2	Is it brought to the attention of all the employees?				
ENVIRONMENTAL POLICY STATEMENT	3	Is it up to date?				
	4	Is it clearly displayed?				
EMPLOYERS LIABILITY	5	Is it current?				
	6	Is it clearly displayed?				
INSURANCE CERTIFICATE	7	Is the poster clearly displayed at strategic locations?				
	8	Are all the details completed?				
HEALTH AND SAFETY LAW POSTER	9	Are sufficient notices displayed in each working area where is equipment used?				
	10					
ABRASIVE WHEELS	11	Are sufficient notices displayed in each working area where there is a risk?				
	12					
FIRST AID NOTICES	13	Are sufficient notices displayed in each working area?				
	14	Are the details of all first aiders and their location entered?				
FIRE EVACUATION PROCEDURE - DEPOT LAYOUT – FIRE WARDENS	15	Is it/are they displayed?				
	16	Is it/are they up to date?				
COSHH WARNING NOTICES	17	Are sufficient notices displayed in each working area?				
SAFE LIFTING NOTICE	18	Are sufficient notices displayed in each working area?				
PERSONAL PROTECTIVE	19	Are sufficient notices displayed in each working area?				
EQUIPMENT REQUIREMENT SIGNAGE	20	Are sufficient notices displayed in each working area?				

## EMERGENCY PROCEDURES: FIRST AID

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
<b>COMPANY ACCIDENT &amp; INCIDENT PROCEDURE</b> <ul style="list-style-type: none"> <li>Reporting of Injuries, Diseases and Dangerous Occurrences Regs (RIDDOR) 1995</li> </ul>	1	Are copies of the formal accident reporting and investigation procedures on site?				
	2	Do these include copies of the F2508/2508A procedure for reporting under RIDDOR?				
	3	Is there at least one person on site who is trained in the accident recording and reporting procedures?				
	4	Who is responsible for informing HSE/EHO?				
	5	Are records of trained/competent persons kept on personnel files?				
	6	Is there at least one accident book on the premises?				
	7	Do employees know of its location and how to use it - and that all accidents must be reported?				
	8	Do employees also know that dangerous occurrences and near misses should also be reported?				
SAFETY OFFICERS	9	Are you filling it in?				
	10	Is it recorded and available?				
<b>FIRST AIDERS/ APPOINTED PERSONS</b> <ul style="list-style-type: none"> <li>Health and Safety (First Aid) Regs 1981</li> </ul>	11	Does the work require at least one Qualified First Aider to cover all shifts? Use the chart in the notes to assess this.				
	12	Are sufficient signs displayed showing location of first aider or appointed person?				
	13	If the risk factor is such that an Appointed Person is sufficient, is the AP trained in emergency first aid?				
	14	Is emergency first aid training needed?				
RECORDS	15	Are all Qualified First Aiders and Appointed Persons names on personnel files?				
	16	Are copies of their certificates on file?				
	17	Are all certificates current?				

## EMERGENCY PROCEDURES: FIRST AID

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
FIRST AID BOXES	18	Are there sufficient first aid boxes on the premises?				
	19	Is the first aid box readily accessible and the location marked with a suitable sign?				
	20	Are the contents of the first aid box regularly checked and replenished by a competent person monthly?				
	21	Are sufficient signs showing the location of first aid box (es) displayed?				
EYE WASH FACILITIES	22	Are there sufficient eyewash stations available in all areas?				
	23	Are the bottles in date?				
	24	Are the seals intact?				
	25	Are signs displayed?				
	26	If there are no eyewash stations, are there adequate facilities for fresh running water in the work area?				

## EMERGENCY PROCEDURES: FIRE

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
FIRE PROCEDURES Regulatory Reform Safety) Order	1	Has a fire risk assessment been carried out?				
	2	Is there a formal fire/evacuation plan with assembly points, routes and exits clearly				
	3	marked?				
	4	If applicable, is the Petroleum Licence current?				
	5	And are new compliant no smoking signs in place?				
FIRE DRILLS AND TRAINING	8	Are fire evacuation drills carried out for all shifts every 6 months (or more often if stipulated on the Fire Certificate)?				
	9	Are records of the fire drills kept?				
	10	Have fire wardens and deputies been appointed?				
	11	Have fire zones (if applicable) been identified?				
	12	Have all employees received fire awareness training in the last 12 months?				
	13	Are records kept of staff training?				
14	Are all fire points clearly and correctly signed?					
<b>FIRE APPLIANCES AND FIRE DETECTION</b>						
FIRE EXTINGUISHERS	15	Are they regularly checked to ensure they are readily available, not obstructed and not defective?				
		Are there sufficient of the correct type				
		Maintained by a competent contractor?				
FIRE ALARMS	16	Are they regularly tested?				
		Maintained by a competent contractor?				
		Are records kept?				
	17	Is the fire alarm audible warning distinctive (not like other audible devices)?				
18	With all doors closed and equipment operating, are fire alarm warnings audible					

## FIRE PRECAUTIONS

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
ARE ESCAPE ROUTES AND EXITS:	19	Adequately and clearly marked?				
		Unobstructed?				
		Illuminated by emergency lighting?				
MEANS OF ESCAPE AND ASSEMBLY POINTS	20	Is the emergency lighting system regularly tested and maintained?				
	21	Are all fire doors correctly labelled?				
	22	Are all fire doors kept closed?				
	23	Are fire exit doors easily opened from the inside?				
	24	Are doors on escape stairways of the self-closing type?				
	25	Are there one or more designated assembly points?				
	26	Is the assembly point clearly signed?				
	27	Are flammable liquids, chemicals, gases, etc. stored in accordance with the Regulations?				
	28	Are all fire routes free from fire hazards such as litter and combustible or flammable materials?				
	29	Are stored materials that are susceptible to spontaneous combustion, regularly checked?				
30	Are all electrical and mechanical plant rooms free of all extraneous stored material?					
31	If the site has a tobacco smoking area, is it checked at the end of the working day?					

### SIGNS



## RISK ASSESSMENT, SAFE WORKING PROCEDURES

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
FORMAL RISK ASSESSMENTS Management of Health and Safety at Work Regs 1999	1	Have all operations and activities been assessed for risk, with particular attention to				
	2	significant findings?				
	3	If, so, by person(s) who have a good working knowledge of the work practice				
ERGONOMICS (Workstations & Display Screen Equipment (VDUs)  Health and Safety (Display Screen Equipment) Regs 1992	4	Have all display screen users undertaken a self-assessment of their workstations?				
	5	Are copies of the self-assessment records on their personnel files?				
	6	Do the workstations comply with the Regulations?				
	7	Have all identified problems been actioned				
	8	Have all employees assessed as users been given adequate information and training				
	9	to protect their health?				
NOISE	10	Have all DSE users been offered a DSE eye test in the last two years?				
	11	Has a qualitative judgement been made recently, as to the noise levels in the?				
	12	workplace?				
SAFE WORKING PROCEDURES	13	Did this judgement indicate that there might be a potential noise problem?				
	14	Have safe working practices been formulated from the results of the risk assessments,				

## TRAINING/AWARENESS/CONSULTATION/HEALTH SURVEILLANCE

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
MANAGEMENT SAFETY AWARENESS	1	Have all Safety Officers on site attended the Forkway Health and Safety Training				
	2	Course? - If no give names of those who have not attended.				
	3	Have all managers, supervisors and health and safety representatives signed for their				
EMPLOYEE TRAINING	4	Have employees been trained in the safe working procedure?				
	5	Are records kept of the training?				
INDUCTION TRAINING	6	Have all new starters been given full H&S induction?				
	7	Are records kept on personnel files?				
EMPLOYEE CONSULTATION	8	Are all employees consulted and informed on all subjects that may affect their health &				
	9	safety, (whether direct or through their health & safety reps)?				
	10	Has a health & safety committee been set up and are regular meetings held?				
HEALTH SURVEILLANCE	11	Are pre-employment health questionnaires completed?				
	12	Are annual skin checks carried out for mechanics?				
	13	Are lung function tests carried out six monthly for all paint sprayers?				



## ELECTRICAL SAFETY

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
FIXED ELECTRICAL SYSTEMS  Electricity at Work Regs 1989 Electrical Equipment (Safety) Regs 1994	1	State the date of the current Electrical Installation Certificate				
	2	Have any faults identified on the last inspection been rectified?				
	3	Are records of the inspections and faults rectification kept?				
PORTABLE ELECTRICAL APPLIANCES	4	Has portable electrical equipment been tested as per Forkway Group Standards?				
	5	Have any identified faults been corrected?				
	6	Are records of repair kept?				
	7	Have portable electrical appliances on mobile engine				
	8	Are records of inspections kept?				
	9	Have any identified faults been corrected?				
	10	Are records of faults and repairs kept?				
	11	Are any power points being overloaded?				
	12	Is all equipment used in a wet environment protected by a suitable RCD?				
	13	Is the RCD tested before use?				
	14	Are all hand lamps/lead lights low voltage only?				
	15	Are employees given basic training in the safe use of electrical equipment and				

## CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
MANAGEMENT/ RECORDS Control of Substances Hazardous to Health (COSHH) Regs 1999 Highly Flammable Liquids and Liquefied Petroleum Gases Regs 1972	1	Is there an up to date, indexed list of all substances in use on site?				
	2	Is it reviewed annually?				
	3	Are material safety data sheets for each substance on file?				
	4	Are they cross-referred to the list?				
	5	Where a new substance is requested/ordered, is advice sought from the safety officer to ensure it is not hazardous /carries a COSHH symbol?				
	6	Are there controls to ensure that substances under COSHH are not issued for use unless a suitable and sufficient assessment is available?				
	7	Have all hazardous substances that are either stored or used on the premises been identified, listed and COSHH data sheets obtained?				
	8	Have safer substitutes been sought for substances identified as potentially hazardous				
ASSESSMENTS	9	Have assessments been carried out on the use of all substances that have a COSHH symbol?				
SAFE WORKING PROCEDURES	10	Have safe working procedures been compiled from the assessments; to include the type, use and maintenance of PPE and emergency arrangements?				
	11					
EMERGENCY MEASURES	12	Are all necessary hazard warning signs in place local to the substances in use or being stored?				
TRAINING	13	Have employees been trained in COSHH awareness for the substances they use, in the last 12 months?				
	14	Does this training include emergency spillage and firefighting procedures?				
WASTE DISPOSAL	15	Are all necessary antidotes or neutralising agents available near the hazardous substance?				
	16	Are all vessels, bags, wrappings etc, that contain hazardous substances clearly marked and colour coded for the substance stored?				

### COSHH SYMBOLS



## WORKING ENVIRONMENT

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
TEMPERATURE	1	Is the working temperature set at a suitable level?				
LIGHTING	2	Are you satisfied with the current lighting levels in the various work areas?				
HOUSEKEEPING	3	Is the housekeeping on site to an acceptable standard?				
	4					
	5	What system is in use in your depot to ensure the safety of the gas and oil systems?				
	6	Are gas and oil systems routinely serviced?				
	7	Are there any slip/trip/fall hazards?				
	8	Are all leads and hoses coiled or hung up when not in use?				
	9	Are benches clear and tidy including the area below them?				
	10	Is the tool/equipment store clean and tidy?				
	11	Is the compressor room clean and free of any materials that could hinder the flow of fresh air or introduce oil or other chemicals into the compressor?				
	12	Are internal drains and gullies clear and oil free?				
	13	Are inspection pits marked and guarded?				
	14	Are any open areas e.g. rolling roads, highlighted with yellow paint and are covers readily available?				
	15	Has a separate battery charging area been set up in a well-ventilated area to prevent a build-up of explosive gases?				
	16	Are all powered roller doors fitted with a safety device to prevent crush injury, or with a positive button control?				
	17	Can all hand-operated doors be operated safely?				

## WELFARE FACILITIES

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
OFFICES	1	Is hot and cold water available to wash hands?				
	2	Are toilets clean and well provisioned?				
	3	Are soap dispensers provided?				
	4	Is a suitable means of hand drying provided?				
	5	Are toilets well ventilated, heated and lit?				
	6	Are water supplies clearly identified as either drinking or not drinking water as appropriate?				
	7	Are suitable waste bins provided?				
	8	Is adequate sanitary disposal provided in female facilities?				
	9	Are rest rooms clean?				
	10	Is there No Smoking signage displayed in toilets and food areas?				
WORKSHOPS	11	Is hot and cold water available to wash hands?				
	12	Are toilets clean and well provisioned?				
	13	Are soap dispensers provided?				
	14	Are barrier cream dispensers provided?				
	15	Is a suitable means of hand drying provided?				
	16	Are toilets well ventilated, heated and lit?				
	17	Are water supplies clearly identified as either drinking or not drinking water as appropriate?				
	18	Are suitable waste bins provided?				
	19	Is adequate sanitary disposal provided in female facilities?				
	20	Are rest rooms clean?				
	21	Is there No Smoking signage displayed in toilets and food areas?				

## EQUIPMENT

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
MACHINERY SAFETY	1	Are all necessary guards fitted to machinery, kept clean and used?				
	2	Is there a quarantine procedure and area to ensure damaged/broken equipment cannot?				
	3	be used until repaired?				
ABRASIVE WHEELS	4	Is there a record of all abrasive wheel equipment?				
	5	Are there certificated wheel changers and adjusters?				
	6	Are wheel changes and truing carried out only by trained, certificated persons?				
	7	Are all users trained in the safe use?				
	8	Are all guards fitted and serviceable?				
	9	Are wear eye protection signs displayed at each machine?				
	10	Are goggles available for use located by the machine?				
WELDING/CUTTING EQUIPMENT	11	Are annual inspections of the welding equipment carried out?				
	12	Are necessary repairs undertaken and full records maintained?				
	13	Is the person responsible for inspecting welding equipment trained and are there records?				
	14	Are spare gas cylinders securely chained to a all either outside or near a doorway and away from sources of ignition?				

## EQUIPMENT

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
EXHAUST VENTILATION	1	Has the exhaust extraction system been tested within the last 14 months?				
	2	Is the exhaust extraction working, fitted with serviceable fittings and in use?				
	3					
PRESSURE VESSELS	4	Has the compressor been inspected/serviced/tested as per the written scheme of examination?				
	5	Is the last service record displayed at the equipment?				
	6	Are the control measures in place, including a safe system of work?				
	7	Are signs/instructions displayed?				
	8	Is there adequate guarding to protect from a failure/explosion?				
	9	Are appliances marked with the operating pressures and pipe work marked blue?				
AIR/PNEUMATIC TOOLS	11	Are records kept?				
	12	Are all compressed air lines in good condition and fitted with serviceable fittings?				
	13	Are air lines regularly checked by the operatives for serviceability?				

## MATERIAL HANDLING

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
FORKLIFT TRUCKS	1					
	2	Are battery chargers well ventilated and free from all sources of ignition?				
	3	Have all 'In House' forklift trucks used on site received a statutory thorough examination as stipulated by the competent person?				
	4	Are records kept of all inspection and testing by a competent person?				
PALLET TRUCKS	5	Are all pallet trucks covered by a manufacture?				
	6	Is the safe working load clearly marked on all pallet trucks pallet trucks?				
	7	Are records of 'In House' Pallet Trucks kept?				
LIFTING EQUIPMENT	8	Has all lifting equipment, including equipment on mobile engineers' vans received statutory inspections and maintenance as Forkway Group Minimum Standards and are records kept?				
	9	Have all defects identified in statutory inspection reports been rectified and records maintained?				
	10	Are all axle stands visually inspected monthly for damage and records maintained?				
	11	Does all lifting equipment have the SWL marked?				
MANUAL HANDLING	12	Have manual handling activities been reduced to levels as low as is reasonably practicable?				
	13	If you have answered yes to the above question, is there a residue of manual handling activities?				
	14	If you have answered yes to the above question, has a risk assessment been carried out on manual handling activities?				
	15	Have you provided information, instruction, and training to those involved in manual handling activities?				

## ACCESS EQUIPMENT

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
PORTABLE LADDERS AND STEP LADDERS	1	Are they all registered?				
	2	Are they to BSI or CE standard?				
	3	Are they regularly checked and maintained?				
STEP-UPS (KICK STOOLS)	5	Are step-ups or kick stools in use in the depot?				
	6	Are all step-ups or kick stools serviceable?				
	7	Are they registered?				



## STORAGE & STORAGE FACILITIES

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
BATTERY ACIDS AND FLAMMABLE SUBSTANCES	1	Where applicable is battery acid stored, dispensed, and labelled correctly.				
	2	Are all flammable substances stored correctly in a fire-resistant cupboard and stocks kept to a minimum?				
	3	Are suitable signs displayed?				
RACKING	4	Are heavy parts/articles stored at a level where manual handling is minimised?				
	5	Are there controls in place to control the risks of falling objects from shelving or racking?				
	6	Is all racking securely fixed?				
	7	Are all gangways kept clear and unobstructed?				
	8	Are all parts tidy on shelves?				
	9	Is safe access maintained between rows?				
LIGHT FITTINGS	10	Are all light bulbs and tubes protected to prevent breakage when moving parts around the store?				
LIGHT FITTINGS PERSONAL PROTECTIVE EQUIPMENT	11	Are staff wearing safety footwear?				
	12	Are chemical protection gloves, eye protection and emergency eyewash available at acid and bulk anti-freeze storage sites?				
	13	Are staff provided with riggers work gloves for handling sharp or dirty parts?				
MEZZANINE	14	Are open sides of mezzanine floors and storage areas toe boarded (at least 150mm) and barrier (waist high) edge protected?				

## PERSONAL PROTECTIVE EQUIPMENT

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
PPE ADMINISTRATION & MAINTENANCE	1	Is protective equipment supplied as per Forkway Group Standards and records of issue and inspection maintained?				
	2	Are employees trained in the use and maintenance of the PPE?				
	3	Are there suitable storage arrangements to keep PPE when not in use?				
	4	Is its use enforced and disciplinary action taken where necessary?				
PPE USE	5	Are dust masks readily available for brake changes?				
	6	Are latex gloves readily available?				
	7	Are personnel wearing safety footwear?				
	8	Are personnel using latex gloves?				
	9	Are all engineers/apprentices wearing overalls or issued work clothing?				
	10	Do all engineers/apprentices have hearing and eye protection?				

## ENVIRONMENTAL

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
WASTE MANAGEMENT	1	Is all waste being disposed of as per the Forkway Group Standards and are consignment/waste transfer notes being kept for three years?				
	2	Are copies of Waste Carriers Registration Certificates kept and are they reviewed to ensure they are current?				
	3	Is there an interceptor on site and/or has consent to discharge been obtained?				
	4	Is waste stored correctly until collection e.g. is waste oil stored in bunded tank, are batteries stored where they cannot cause damage by leaking?				
SPILLAGE PROCEDURES	5	If required is there a spillage procedure?				
	6	Are suitable and adequate spillage materials readily available?				
	7	Are employees trained in dealing with spillages?				
	8	Is suitable PPE readily available to deal with spillages?				
	9	Are the materials used to clean up spillages, disposed of as contaminated				

## TRAFFIC AND DRIVERS

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
VEHICLE DETAILS Health and Safety at Work etc. Act 1974 Provision and Use of Work Equipment Regs 1992 Road Traffic Act	1	Are all company vehicles regularly maintained by a competent person?				
	2	Are records kept of the inspection, maintenance, and repair of company vehicles?				
EMERGENCY EQUIPMENT	3	Do all company vehicles carry a first aid kit?				
	4	Do all company vehicles carry a fire extinguisher?				
	5	Are these checked for content and serviceability?				
TRAFFIC MANAGEMENT	6	Have any necessary traffic management systems been implemented including speed restrictions, pedestrian crossing places, blind spots etc?				
DRIVERS DETAILS	7	Are records kept of the licenses of all authorised drivers?				
	8	Are all company vehicle drivers' licences checked annually?				
	9	Are all forklift driver trainers conducting training?				
	10	How many Engineers have been forklift driver trained?				
	11	How many other depot personnel have been driver trained? (All staff types)				

## OUTSIDE AREAS

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
TRAFFIC ROUTES	1	Are traffic routes clear and well signed?				
LIGHTING	2	Are all outside areas well lit?				
GROUND AREA	3	Is the ground in good repair and pothole free?				
DRAINAGE	4	Are all drainage channels and gullies clear of debris?				
OIL TANKS AND CHEMICAL STORAGE AREAS	5	Are all external oil storage tanks protected by a bund wall?				
	6	Are all bunds free from damage and defects?				
	7	Where tanks are not double skinned, are their bunds capable of containing 110% of the tank's capacity?				
	8	Are all bulk chemicals (over 25 litres) stored either within a bunded enclosure or on spillage control pallets?				
	9	Are suitable and sufficient signs displayed?				
LPG STORAGE	10	Are LPG cylinders securely stored?				
	11	Are nominally empty and full cylinders stored with sufficient separation distance?				
	12	Is at least one employee trained in the safe upkeep of the LPG store?				
	13	Away from fire routes?				
EMERGENCY MEASURES	14	Are suitable fire appliances readily available?				
	15	Is there sufficient spillage material readily available?				
	16	Are safe working/emergency procedures instructions displayed?				
SECURITY	17	Are perimeter fences or walls serviceable?				

### SIGNS



## CONTROL OF CONTRACTORS

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
VETTING CONTRACTORS	1	Are all potential contractors issued with a copy of the standard contractor ?				
	2	Are all replies reviewed to ensure insurance is adequate?				
	3	Do contractors provide method statements and risk assessments?				
	4	Are these checked to ensure they are adequate?				
RISKS TO STAFF MEASURES	5	Are risks to staff understood prior to the quote being accepted?				
	6	Are staff made aware of the risks?				
CONTROL OF CONTRACTORS ON SITE	7	Are contractor activities on site monitored to ensure no poor practices/unsafe acts take place?				
PUBLIC LIABILITY INSURANCE	8	Are current copies of contractors Public Liability Insurance Certificates held on site?				
	9	Is there a system in place to ensure that replacement certificates are obtained?				

## SHARED SITES

SYSTEM PROCEDURE	ITEM	WHAT SHOULD BE ASKING/OBSERVING	Y	N	N/A	COMMENTS
SHARED SITES	1	Have arrangements been made to co-ordinate health and safety issues?				
	2	Have joint site rules been developed for staff/visitors/contractors?				
	3	If the site has a safety committee have any requests been made to join, or has an offer been made for the other employer to join ours?				

QUESTION NUMBER	NOTES/ACTION	AGREED TARGET DATE	DATE COMPLETED	INITIALS

Signed (Senior Site Person)

Signed (Safety Officer)

Date

Date





## Health & Safety Consultation and Communication

- All employees are consulted in areas, which affect their health and safety by the location safety manager or deputy, or by a member of the senior management board.
- Memos on subjects relating to health and safety and circulated to all staff and displayed on dedicated health and safety notice boards at each location.
- Health and Safety bulletins are distributed via the company intranet site a minimum of 3 times per annum.

Sample Documents (on next few pages)

- Customer Bulletins

## Customer Health & Safety Bulletin 1

### Subject: Driver Overhead Guards - All Weather Protection

Over the last 18 months we have been made aware of three fatal accidents involving counterbalance forklift trucks, all of which had almost identical facts.

In each case the fork lift truck operator had positioned himself between the mast of the truck and the bulkhead (i.e.: in the area immediately in front of the steering wheel and outside the framework of the overhead guard), for the purpose of adjusting some form of temporary weather protection fitted to the overhead guard on one occasion it was shrink wrap plastic wrapped around the top and sides of the overhead guard, on another it was two sheets of Perspex loosely tied to the top of the overhead guard, and in the third a plastic sheet around the sides of the guard. On all three occasions the operator's foot activated the mast tilt lever on the cowl of the truck, causing the mast to tilt back and crush the operator against the overhead guard.

In each case there were two clear instances of poor operator practice, namely leaving the engine running in the first place (so the hydraulics were operational) and secondly attempting to stand between the mast and the overhead guard. The other common denominator was the use of ad hoc all-weather protection around the overhead guard, which the operators were seeking to adjust. The first two elements of the accidents as detailed above are clearly down to operator training and supervision, good working practices by the operators would have prevented all three accidents. However, the third common element presents an opportunity for employers to take proactive steps to remove a temptation for operators to go anywhere near the mast/bulkhead area. Section 2 Health & Safety at work Act 1974 requires employers to ensure the health, safety and welfare at work of all employees, so far as is reasonably practicable.

- Do you have forklift trucks, which operate outdoors?
- Do they all have all weather protection?
- If so, was this all-weather protection fitted by The Forkway Group or another reputable forklift truck service provider?
- If not, are you satisfied that the all-weather protection you have is safe/secure?
- Do your forklift truck supervisors regularly monitor fork trucks for ad hoc adjustments such as the addition of shrink-wrap?

If the above information in any way causes you concern, please contact your local Forkway Group depot for assistance. We will arrange for one of our engineers to attend your site and assess the position.

If you require any other assistance in respect of forklift truck health and safety matters, please contact one of our Branch Managers, whom will kindly assistance in any concerns you may have.

**Customer Health & Safety Bulletin 2**  
**Subject: Christmas can seriously damage your health**

It may well be stating the obvious to say that forklift trucks are a potentially lethal item of equipment, and Forkway's own analysis of accident statistics and a recent survey carried out by the HSE certainly bears this out.

Year on year the month of December is consistently the month with the highest accident rate. There is clearly a link between the increased operational demands of Forkway's customers during the pre-Christmas period and the increase in the levels of accidents. Two dominant themes have arisen from the analysis carried out.

1. Untrained operators to cope with the increased demand over the Christmas period employers take on additional temporary staff including several additional forklift truck operators.
2. Unsafe working practices to meet the production targets set by management employees start to take shortcuts and compromise on health and safety standards.

The Forkway Group would advise our customers to consider the following checks during the pre-Christmas period:

	Do you have a robust process for training all staff including temporary agency operatives and are those temps fully licensed to operate your materials handling equipment?
	Do your temporary agency operatives go through a probationary period and are they closely supervised by experienced qualified staff to ensure that they are fully conversant with your site needs / rules?
	Do you monitor staff working hours ensuring appropriate breaks are taken including those of temporary agency staff?
	Do you ensure that pedestrians are briefed about health & safety, in particular temporary staff brought in to cope with the demands of the pre-Christmas season?
	Do you ensure pedestrian routes are not blocked with stock awaiting collection/delivery?
	Do you ensure all staff are aware that there is an increase in fork truck activity at this time of the year due to seasonal demand?

FOOTNOTE: Once the Christmas rush period is over complacency can exist and this in itself can lead to increased risk of accidents.

**THE SIMPLE MESSAGE IS TO PUT HEALTH AND SAFETY IN THE FOREFRONT OF YOUR EMPLOYEES MINDS AT ALL TIMES**

# Forkway Group – Operational Memo's

Procedure	ACCIDENT REPORTING	Date	28/01/2017
Department	ALL	Issue No	ONE (1)
Distribution	FULL	Issued By	TERRY PAGE

IN THE EVENT OF AN ACCIDENT WHETHER ON A CUSTOMERS SITE OR WITHIN THE DEPOT THE FOLLOWING PROCEDURE SHOULD BE ADOPTED

## Within depot locations

- If accident occurs within the depot the first aider should be notified immediately, followed by the location safety officer.
- Safety officer to notify Terry Page of accident copying the operations director, giving as many details as possible.
- Terry Page will decide if accident is to be reported to HSE and will liase with the location Health & Safety officer.
- If reportable the location safety officer will visit [www.riddor.gov.uk](http://www.riddor.gov.uk) which is the HSE website for the reporting of accidents online. The safety officer will complete the online questionnaire giving the details of the accident. On completion the document should be downloaded into a pdf format and printed off (there is a prompt for this as you go). The downloaded form will then be filed in the relevant Health & Safety manual.
- The safety officer should make an entry into the revised accident book

## Accident occurring on Customers Sites

- As above procedure but entry of accident must also be made into the customers accident book and their first aider and safety officer must be made aware of the accident.
- If the accident is reportable the customers may do this themselves depending on their own procedures.
- The relevant Forkway Safety Officer is to contact the customer to ascertain if the HSE has been notified, and as before Ian Chapman is to be notified copying the Operations Director.
- Even though this accident happened on the customer's site it must still be entered into the Forkway accident book.

An investigation is to be carried out following all accidents to ensure that proper working practices are being adopted and that we learn and ensure measures and put in place to avoid any repetition

# Accident Investigation Form



Head Office  
Unit 7 Corinium Industrial Estate  
Raans Road  
Amersham  
Bucks HP6 6JQ  
Tel: 01494 723456

Investigating Branch

Accident Occurred At (Company Name)

Address

Truck Make & Model

Truck Serial and Fleet Number

Date & Time of Accident

Contact Name and Telephone Number at Accident Site

Details of accident and any other relevant factors including investigators comments

Name of Witness(s)

Attach relevant statements

Was the person carrying out a task that was part of his/her normal Duties?  
If no give details

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Was the person(s) immediate supervisor present in the area at the time of the accident?  
If no give details

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Any instructions given by the supervisor prior to leaving the area?

When was the accident reported?

To whom was the accident reported?

Has a risk assessment been carried out?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

If yes, had the person been informed of the hazards identified by the risk assessment?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Was the work carried out according to instruction or normal practice?  
If no give details

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Had the person concerned been trained to carry out the job/task safely?  
If yes, what training had been given?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Is training record(s) available?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Was any necessary personal protective equipment supplied?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Could the impairment of any of the person(s) senses have contributed to the accident?

If yes give details

Were any injuries sustained as a result of the accident?

If yes give details

Were any tools/plant/equipment involved in the accident defective?

Did the area in the vicinity of the accident present any Contributory Hazard?

If yes give details

Were notices displayed warning persons of hazards or to use Protective Equipment, Clothing, etc?

Have the Health & Safety Executive been informed?

If yes give date & time informed and by whom

Has the machine been inspected by The Forkway Group?

Please give details and attached engineers report

Include 'Job Ref' and 'Date of Report'

Action to be taken/recommendations

Signed (Investigator)

Date

# Near Misreport Form Internal/External



Head Office  
Unit 7 Corinium Industrial Estate  
Raans Road  
Amersham  
Bucks HP6 6JQ  
Tel: 01494 723456

Name & Investigating Branch

Accident Occurred At (Company Name & Address)

Date & Time of Accident

Please give details of incident and any other relevant factors

	Yes	No
Was the person(s) carrying out a task that was part of his/her normal Duties?		
Was the person(s) immediate supervisor present in the area at the time of the incident?		

To whom was this incident reported?



Had a risk assessment been carried out?

--	--

Was the work carried out according to instruction or normal practice?

--	--

If no give details

--

Had the person(s) concerned been trained to carry out the job/task safely?

--	--

Was any necessary personal protective equipment supplied?

--	--

Were any injuries sustained as a result of the incident?

--	--

If yes give details

--

Signed (Investigator)

--

Date

--

---

Action taken & by whom?

--

**THIS REPORT MUST BE RETURNED TO THE LOCATION SAFETY OFFICER**

## Introduction to The Health & Safety Act 1974

The Health and Safety Work Act 1974 places a general duty on all employees to-

1. Take all reasonable care for their own health and safety and that of others Who may be affected by the tasks they carry out?
2. Co-operate with their employer to enable the duties and responsibilities placed on him/her to be complied with.
3. Not to intentionally or recklessly interfere with any item provided in the interests of health safety or welfare.

Under number 2 above, one of the duties the employer has under the Management of Health and Safety Regulations 1992 is the provision of safe systems of work (SSW). This part of the manual forms the basis for compliance with this.

Safe systems of work do not explain how to do the task but how to minimize the risks of accidents whilst doing it. The SSW shall accompany and compliment training and, for new employees, shall form part of the induction training package.

The relevant parts of this manual must be fully understood and signed for before employees are considered fully competent to carry out their duties.



## Hazards Faced by Forkway Group Engineers

Engineers work in a wide variety of environments, circumstances, and locations. It is vital that they are aware of the hazards associated with the job-

- a. The hazards to be found at a customer's site
- b. Using compressed air equipment.
- c. Using pressure greasing equipment
- d. The use of hoists
- e. The use of other lifting appliances
- f. Using Electrical equipment
- g. Fire safety and precautions
- h. The use of hand tools
- i. Testing of fuel injectors
- j. The use of jacks
- k. Repairs to tyres and wheels
- l. Repairs to LPG powered trucks m) Use of abrasive wheels
- m. Handling and repairing batteries
- n. Welding
- o. Manual Handling
- p. Reporting of accidents, personal, customer, forklift trucks

Further information can be found in the Risk Assessments Pack available upon request from your service representative.



## Display Screen Equipment Assessment

Please complete the form below to the best of your ability – If there are areas you are not entirely sure about, please contact James at Head Office. If you need to provide any further information on any of the sections, please use the additional comments section below.

This form has been designed to comply with the Health & Safety (Display Screen Equipment) Regulations 1992. It contains risk factors and areas to consider when using DSE, with Yes/No tick boxes.

Further information is available from the HSE Website: <https://www.hse.gov.uk/pubns/ck1.pdf>

Employee Name			
Depot		Department	

Additional employee comments

Action to take

Employees Signature		Completing Date	
---------------------	--	-----------------	--

# Keyboards

Is the keyboard separate from the screen?

*This is a requirement, unless the task makes it impracticable (e.g., where there is a need for a portable)*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Does the Keyboard tilt?

*Tilt need not be built in*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Is it possible to find a comfortable keying position? (See images below)

*Try pushing the display screen further back to create more room for the keyboard, hands, and wrists. Users of thick, raised keyboards may need a wrist rest.*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Are the characters clear and readable?

*Keyboards should be kept clean. If characters still can't be read, the keyboard may need modifying or replacing.*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		



## Mouse, Trackballs, Touch Pads, **etc...**

Is the device suitable for the tasks it is used for?

*The mouse and trackball are general-purpose devices suitable for many tasks, and available in a variety of shapes and sizes. Alternative devices such as touch screens may be better for some tasks (but can be worse for others)*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Is the device positioned close to you? (See images below)

*Most devices are best placed as close as possible, e.g., right beside the keyboard*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Is there support for your wrist and forearm?

*support can be gained from, for example, the desk surface or arm of a chair. If not, a separate supporting device may help. The user should be able to find a comfortable working position with the device*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Does the device work smoothly at a speed that suits your requirements?

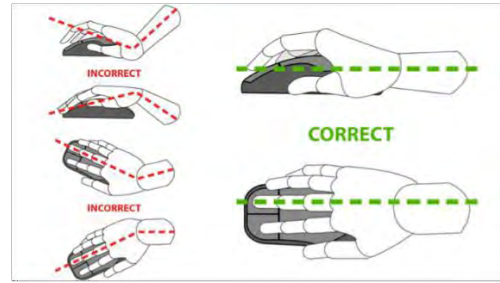
*Check the work surface is suitable. A mouse mat may be needed*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Can you easily adjust software settings for the speed and accuracy of the pointer?

*You may need training in how to adjust device settings.*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		



## Display Screens

Are the characters clear and readable?

*Make sure the screen is clean and cleaning materials are available. Check that the text and background colours work well together.*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Is the text size comfortable to read?

*Software settings may need adjusting to change text size.*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Is the image stable, i.e., free of flicker and jitter?

*Try using different screen colours to reduce flicker, e.g., darker background and lighter text.*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Is the screens specification suitable for its intended use?

*For example, intensive graphic work or work requiring fine attention to small details may require large display screens.*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Are the brightness and/or contrast adjustable?

*Separate adjustment controls are not essential, provided the user can always read the screen easily*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Does the screen swivel and tilt?

Swivel and tilt need not be built in; you can add a swivel and tilt mechanism.

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Is the screen free from glare and reflections?

Use a mirror placed in front of the screen to check where reflections are coming from. You might need to move the screen or even the desk and/or shield the screen from the source of the reflections. Screens that use dark characters on a light background are less prone to glare and reflections.

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Are adjustable window coverings provided and in adequate condition?

Check that blinds work. Blinds with vertical slats can be more suitable than horizontal ones. If these measures do not work, consider anti-glare screen filters as a last resort, and seek specialist help.

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Health and safety

Health and safety

>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Et purum eum, vestibulum ut, pharetra ac, adipiscing vitae, felis. Cras bibendum dictum gravida mauris. Nam arcu libero, nuncius eget, consectetur id, vulputate a, magna. Donec vehicula augue eu neque. Fusce quisque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Aliquam ut leo. Cras viverra metus rhoncus sem. Nulla et lectus vestibulum urna fringilla ultrices. Phasellus eu tellus ac nunc tortor gravida pharetra. Integer sapien est, iaculis in, pretium quis, viverra ac, nunc. Praesent eget sem vel leo ultrices bibendum. Aenean faucibus. Morbi dolor nulla, malesuada eu, pulcrum at, mollis ac, nulla. Curabitur auctor semper nulla. Donec varius orci eget risus. Duis nibh mi, congue eu, accumsan elit. Sed sagittis quis, diam. Duis eget orci sit amet orci dignissim rutrum.





## Software

Is the software suitable for the task?

*Software should help the user carry out the task, minimise stress and be user-friendly. Check users have had appropriate training in using the software. Software should respond quickly and clearly to user input, with adequate feedback, such as clear help messages*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

## Furniture

Is the work surface large enough for all the necessary equipment, papers, etc?

*Create more room by moving printers, reference materials etc elsewhere. If necessary, consider providing new power and telecoms sockets, so equipment can be moved. There should be some scope for flexible rearrangement.*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Can you comfortably reach all the equipment and papers you need to use?

*Rearrange equipment, papers etc to bring frequently used things within easy reach. A document holder may be needed, positioned to minimise uncomfortable head and eye movements*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Are surfaces free from glare and reflections?

*Consider mats or blotters to reduce reflections and glare*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Is the chair suitable and stable?

Does the chair have a working:-

- seat back height and tilt adjustment
- seat height adjustment
- castors and glides?

The chair may need repairing or replacing if the user is uncomfortable or cannot use the adjustment mechanisms.

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Is the chair adjusted correctly?

The user should be able to carry out their work sitting comfortably. Consider how to adopt suitable postures while working. The arms of chairs can stop the user getting close enough to use the equipment comfortably. Move any obstructions from under the desk.

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Is the small of the back supported by the **chair's** backrest?

The user should have a straight back, supported by the chair, with relaxed shoulders.

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Are forearms horizontal and eyes at roughly the same height as the top of the DSE?

Adjust the chair height to get the user's arms in the right position, and then adjust the DSE height, if necessary.

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Are feet flat on the floor, without too much pressure from the seat on the backs of the legs?

If not, a footrest may be needed

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		



## Environment

Is there enough room to change position and vary movement?

*Space is needed to move, stretch, and fidget. Consider reorganising the office layout and check for obstructions. Cables should be tidy and not a trip or snag hazard.*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Is the lighting suitable, e.g., not too bright, or too dim to work comfortably?

*Users should be able to control light levels, e.g., by adjusting window blinds or light switches. Consider shading or repositioning light sources or providing local lighting, e.g., desk lamps (but make sure lights don't cause glare by reflecting off walls or other surfaces).*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Does the air feel comfortable?

*DSE and other equipment may dry the air. Circulate fresh air if possible. Plants may help. Consider a humidifier if discomfort is severe.*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Are levels of heat comfortable?

*Can heating be better controlled? More ventilation or air conditioning may be required if there is a lot of electronic equipment in the room. Or can users be moved away from the heat source?*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

Are levels of noise comfortable?

*Consider moving sources of noise, e.g., printers, away from the user. If not, consider soundproofing.*

Answer	Comment	Action to take
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/		

# Forkway Group Risk Assessments

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All Risk Assessments are available as part of a separate document. If you require a copy of any of our Risk Assessments and you do not currently have a copy of this document, please contact your local branch for further details.

FWG000	Blank
FWG001	Climbing on FLT's
FWG002	Use of FLT Working platforms
FWG002A	MEWPS
FWG003	Use of mobile scaffold towers
FWG004	Use of stepladders
FWG005	Storage of stores and materials
FWG006	Storage and use of LPG
FWG007	Storage & use of highly flammable substances
FWG008	Changing a Forklift Truck Mast
FWG008A	Removing a counterweight
FWG009	Mounting & removing attachments
FWG009A	Mounting & Removing Load Backrests
FWG010	Use of vertical drilling machine
FWG011	Electrical work up to 415V
FWG012	Storage of batteries and acid
FWG013	Changing LPG Cylinders
FWG014	Work near or under overhead power lines
FWG015	Working alone
FWG016	Driving company vehicles
FWG017	Soldering
FWG018	Working on petrol fuelled vehicles
FWG019	Pressure Testing
FWG020	Use of Lathes & turning machinery
FWG021	Use of grinding machines
FWG021A	Changing grinding wheels and discs
FWG022	Working with drills and presses
FWG023	Operating a Forklift Truck
FWG023A	Operating warehouse equipment
LKS023B	Operator Restraints
FWG024	Receipt of Diesel/Oil
FWG025	Removal of contaminated fuels
FWG026	Oxy-Acetylene Welding
FWG027	External traffic movement vehicles & pedestrians, contractors on site
FWG027A	Internal traffic movement vehicles & pedestrians
FWG027B	Mobile work equipment (Not FLT)
FWG028	Use of steam cleaner
FWG029	Pressure greasing equipment
FWG030	Use of portable electrical appliances
FWG031	Electric Welding
FWG032	Young Persons (Apprentices)
FWG033	Use of compressed air equipment
FWG034	Working with Service Pits
FWG034A	Raising Vehicles on jacks over pits
FWG035	Working with Jacks
FWG036	Charging Batteries
FWG036A	Load Testing Batteries
FWG036B	Removing and refitting batteries
FWG036C	Filling Batteries
FWG037	Removing wheels from trucks
FWG039	Installing parts on FLT's
FWG040	Use of cranes, slings and hoists
FWG041	Working on trailers & 300T Scheuerles
FWG041A	Roadside maintenance of trailers & 300T Scheuerles
Scheuerles FWG041B	Recovery of trailers & 300T Scheuerles

FWG041C	Recovery & Towing of MHE
FWG041D	Brake system Test & Adjust (FLT)
FWG042	Handling forks
FWG42A	Fitting Fork Arms to FLT's
FWG043	Working on customer premises
FWG044	Use of electrical equipment
FWG045	General fire risks
FWG046	Use of hand tools
FWG047	Testing of diesel injectors
FWG048	Changing a wheel on forklift truck
FWG048A	Raising a truck onto blocks under its own power
FWG049	Paint Spraying
FWG050	Manual Handling
FWG051	Issue and maintenance of PPE
FWG052	Waste disposal, carrying & emergency
FWG053	Office work areas
FWG054	DSE & VDU workstation assessments
FWG055	Accommodation for changing clothes
FWG056	Cleaning offices and other facilities
FWG057	Doors and Gates
FWG058	Drinking Water
FWG059	Expectant and Nursing Mothers
FWG060	Noise and vibration
FWG061	Windows and Window Cleaning
FWG063	Racking Surveying
FWG064	FLT Servicing at Chemical Sites
FWG065	Stress
FWG066	Bicycles – Servicing & Use
FWG067	Laptops in vehicles
FWG068	Cold Store Applications
FWG069	External traffic movement, unloading trailers, contractors on site
etc FWG070	Roller shutter doors servicing
FWG071	Buoyancy Aids
FWG072A	Asbestos Exposure Dewsbury
FWG072B	Asbestos Exposure Amersham
FWG072C	Asbestos Exposure Southampton
FWG073	Working under FLT Bonnet (Hood)
FWG074	Working Dockside (Associated British Ports)
FWG075	Weld Repair to Mast on Customer Sites
FWG076	Delivery / Collection of Plant
FWG080	Installation optical end of aisle stop kit
FWG081	General Workplace Safety Risk Assessment
FWG082	Field Service Engineer with Diabetes 1 & 2
FWG083	Thorough Examination & Service of Forklift Trucks
FWG083A	Thorough Examinations
FWG084	Noise Risk Assessment
FWG085	General Workplace Risk Assessment
FWG086	First Aid
FWF087	GM Grinding on Forklift Trucks

## COSHH SHEETS

COSHH Sheets are available upon request for all items we use while on customers premises. Please ask your local depot for copies of these if required.



## Environmental Policy

In pursuit of our goal to be one of the market leaders in contract hire and service of materials handling equipment in the United Kingdom, the Forkway group endeavours to only utilise such materials and technologies that are as friendly to the environment as reasonably practicable.

We recognise however, that in our day-to-day operations we inevitably impact on the environment in several ways and we wish to minimise the potentially harmful effects of such activity wherever and whenever possible.

The Forkway group is committed to minimising the impacts of its operations on the environment by means of a programme of continuous improvement. The Forkway group will:

- a) Meet and, where appropriate, exceed the requirements of all legislation and where no regulation exists, we shall set our own high standards.
- b) Seek to reduce consumption of materials in all operations, reuse rather than dispose whenever possible and promote recycling and the use of recycled materials.
- c) Design energy efficiency into new services and buildings and manage energy wisely in all operations.
- d) Reduce whenever practicable the level of any harmful emissions.
- e) Work with our suppliers to minimise the impact of their operations on the environment through a quality purchasing policy.
- f) Site our buildings so that we minimise visual, noise and other impacts on the local environment.
- g) Train our engineers in the clean removal of waste products from customer's sites.
- h) Maintain and develop our waste removal procedures.

Paul Fox  
Managing Director

Last Reviewed: March 13<sup>th</sup> 2023



## Waste Management Strategy

### Waste removed from Customer sites

- Waste oil, rags, etc. are removed from the customer site in the engineer's van. This is an exempt activity registered with the WRA.
- The waste stored in special containers supplied by a registered waste disposal company at each Forkway location.
- The waste is regularly uplifted by the carrier and disposed of appropriately.
- Waste transfer notes are supplied by the carrier and kept at each location.
- We never transport more than 4 batteries at any one time.