





Manual Handling (Generic)

RA016-CEN

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1 Purpose

- 1.1 The purpose of this generic manual handling risk assessment (RA) is to systematically identify, evaluate, and control the risks associated with tasks that involve lifting, pushing, pulling, and carrying loads, to prevent workplace injuries. This assessment ensure Hatton Traffic Management Ltd (HTML) employers comply with legal duties to protect employees and help determine if the task can be avoided or if control measures, like assistive equipment, are needed to reduce risks to the lowest reasonably practicable level.

2 Scope

- 2.1 This policy applies to all employees, contractors, and personnel engaged in tasks that involve manual handling, including but not limited to:
- Lifting and lowering objects, equipment, or materials.
 - Carrying or transporting loads from one location to another.
 - Pushing or pulling trolleys, machinery, or other items.
 - Holding or supporting items, people, or animals.
- 2.2 Workplace Coverage:
- Manual handling activities at all locations under the company's control, including offices, depots, construction sites, workshops, warehouses, and customer premises.
- 2.3 Included Loads:
- Physical objects of any size or weight.
 - People (e.g., clients, or colleagues during rescue or assistance).
- 2.4 Exclusions:
- Tasks performed entirely with mechanical lifting aids where no significant bodily force is used.
 - Normal movement of one's own body without additional load.
- 2.5 Objective:
- 2.6 To ensure that all manual handling activities are assessed, controlled, and conducted in a manner that minimizes risk of injury to personnel, protects health, and complies with applicable legislation and company standards.
- 2.7 All operational personnel **MUST** carry out a **DYNAMIC RISK ASSESSMENT** before any manual handling is undertaken, this is carried out by asking a number of questions.
- Do I actually have to move it.
 - Is there another way.
 - What is it I'm lifting.
 - How heavy is it.
 - Can I move it in smaller pieces.
 - Will it take more than one person to move it.
 - Can I grab it, and where can I hold it.

- Which way am I going.
- Is it safe, are there steps or trip hazards on route.
- Where am I going to put it when I get there.
- Do I need to bend to pick it up and put it down.

If anything flags up, then **STOP** look for another way.

If at any point throughout your work an unsafe situation is identified **STOP WORK** and contact your Supervisor immediately for guidance.

This risk assessment **MUST** be communicated to all personnel undertaking any works for HTML.

3 Using the TILEO Assessment Method

3.1 TILEO Assessment Method.

T ask	<p>Does the manual handling task include any:</p> <ul style="list-style-type: none"> • Twisting • Stooping • Bending • Pushing or Pulling • Sudden Movement
I ndividual	<p>Is the person completing the task:</p> <ul style="list-style-type: none"> • Pregnant • Disabled • Suffering from health problems • Competent to undertake the task
L oad	<p>Is the load:</p> <ul style="list-style-type: none"> • Heavy • Difficult to grip • Sharp • Hot, cold or unstable?
E nvironment	<p>Within the environment, is/are there:</p> <ul style="list-style-type: none"> • Space constraints • Uneven or slippery flooring • Unstable flooring • Different floor levels • Hot, cold or humid conditions
O ther Factors	<p>Final things for you to consider:</p> <ul style="list-style-type: none"> • Is the movement or posture hindered by personal protective equipment • Is there an absence of the correct PPE for the task or job in hand

Remember:

- Make full and proper use of any aids and personal protective equipment provided.
- Inform your employer of any physical condition suffered that might affect your ability to undertake any manual handling operation safely.

- Exercise care and diligence at all times, giving consideration to others who may be affected by your activities.
- Co-operate with your employer to facilitate compliance with health and safety duties.

4 Responsibilities

4.1 Director/Senior Management

- Ensure adequate resources (time, training, equipment) are available for safe manual handling.
- Promote a culture that prioritises safety and proactive risk management.
- Review and approve manual handling policies and significant risk assessments.

4.2 Contract Managers/Supervisors

- Identify tasks involving manual handling and ensure risk assessments are aligned with the works.
- Ensure employees are trained in safe manual handling techniques.
- Provide appropriate equipment (trolleys, hoists, lifting aids) and ensure its correct use.
- Monitor adherence to risk assessment controls and intervene if unsafe practices are observed.
- Review risk assessments regularly, especially when tasks, equipment, or environments change.

4.3 Employees/Operatives/Gangers

- Follow manual handling procedures and control measures outlined in the risk assessment.
- Use provided lifting aids and PPE where applicable.
- Take personal responsibility for their own safety and that of colleagues.
- Report any manual handling hazards, incidents, or near misses to their supervisor immediately.
- Participate in training and refreshers on safe manual handling techniques.

4.4 QHSE Team

- Develop and maintain the manual handling policy, procedures, and risk assessment templates.
- Provide guidance on risk assessment methodology and control measures.
- Monitor compliance with manual handling procedures across the organisation.
- Review accident/incident reports related to manual handling and recommend improvements.

5 Control Measures

5.1 Control Measures for Manual Handling

Elimination:

- Avoid lifting where possible (use mechanical aids or change process).

Substitution:

- Replace heavy loads with lighter alternatives.

Engineering Controls:

- Use trolleys, hoists, conveyors, adjustable height workstations.

Administrative Controls:

- Rotate tasks to reduce repetitive strain.
- Limit the weight of manual loads.
- Plan routes to avoid obstacles and hazards.

Safe Lifting Techniques:

- Keep load close to the body.
- Bend knees, not the back.
- Avoid twisting while lifting.

Training:

- Manual handling training and communication

PPE:

- Gloves correct ones for the task i.e. Cut level F, impact protection
- Hard Hat if lifting above head height
- Hi Vis Clothing, Jacket/Vest/Trousers
- Safety Boots, S3 requirement, steel toe cap for impact protection ankle supported, midsole fully laced up

6 Monitoring & Review

6.1 QHSE Manager:

- to review RA annually or after any incident involving manual handling.

6.2 Supervisors:

- to report incidents and near misses related to manual handling.

6.3 Employees:

- encouraged to provide feedback on control measures and adjustments needed.
- to report incidents and near misses related to manual handling.

7 Emergency Procedure – Manual Handling Incident

7.1 Immediate Actions:

- Stop work immediately if injured or witnessing an incident.
- Ensure personal safety – do not put yourself at risk.
- Assist the injured person safely:
 - Do not move them unless in immediate danger.
 - Support them in a comfortable position.
- Raise the alarm: Notify supervisor, manager, or first aider.
- Call emergency services (999) for serious injuries.
- Administer first aid if trained and competent.

7.2 Roles & Responsibilities:

Employees:

- Stop work, seek help, and follow first aid guidance.
- Report the incident immediately.

Supervisors / Managers:

- Attend the scene and assess the situation.
- Ensure first aid is given and emergency services are called if required.
- Secure the area and prevent further incidents.
- Record and report the incident.

First Aiders / QHSE Team:

- Provide first aid or medical assistance.
- Liaise with emergency services if needed.
- Support investigation and corrective actions.

7.3 Post Incident Actions:

- Report incident in company system.
- Investigate root cause: load, handling method, equipment, training.
- Implement corrective measures: lifting aids, revised risk assessments, refresher training.
- Monitor and support recovery of injured person.

7.4 Key Reminders:

- Always follow manual handling risk assessment guidance.
- Use lifting aids and team lifting when required.
- Take immediate action to prevent escalation of injury.
- Participate in refresher training and toolbox talks.

8 Risk Assessment Keys

8.1 To assess the severity of manual handling risks, Hatton Traffic Management Ltd uses a Risk Matrix based on:

- Likelihood (L) – How likely is the risk to occur?
- Severity (S) – What would be the impact if it did occur?

8.2 The Risk Rating (R) is calculated by:

- $R = \text{Likelihood} \times \text{Severity}$

8.3 Risk Scoring Methodology & Risk Assessment Works

Likelihood Categories		Severity Score				
Category	Description	1	2	3	4	5
1	Extremely Unlikely	1	2	3	4	5
2	Unlikely	2	4	6	8	10
3	Occasional	3	6	9	12	15
4	Likely	4	8	12	16	20
5	Expected	5	10	15	20	25
Severity Score Description						
1	Minor Injuries/inconveniences. Employee can continue to work - Short term local damage					
2	Minor Injuries. Operative requires first aid treatment. Stops work - Medium term local/short term regional damage.					
3	Reportable/LTI or illness - Long term local/regional damage					
4	Major injury or illness with long term effects - Long term widespread damage					
5	Fatalities - Widespread permanent damage					
Risk	Action Required					
Low	Check that no other risks can be eliminated by modifications of design then proceed with design. Record residual risks					
Medium	Reduce risks as far as reasonably practical. Consider alternative design or construction method. If alternatives are not available, specify precautions to be adopted. Record residual risks.					
High	Seek alternative solutions. If alternatives are not available, specify precautions to be adopted & advise Senior Management & Supervisor (if appropriate). Record residual risks					
Examples of Persons at Risk	Inexperienced					
	Vulnerable Road Users (VRU's) including Public, Cyclists, Horse riders.					
	Lone workers (LW)					
	Operative (OP) (TMO or/and Ganger)					
	Site Personnel (SP)					
All						

8.4 Environmental

Control		Severity Score				
Category	Description	1	2	3	4	5
1	High degree of control	1	2	3	4	5
2	Medium degree of control	2	4	6	8	10
3	Moderate degree of control	3	6	9	12	15
4	Slight degree of control	4	8	12	16	20
5	Negligible degree of control	5	10	15	20	25
Severity Score Description						
1	All aspects fully controlled or have negative effect upon the environment					
2	Aspects exist at recognisable levels, which may impact on the environment; but any change is easily recoverable with no lasting effect					
3	Will have an effect on the environment - Damage is short term and is always recoverable					
4	Major Impact - Damage is not permanent, but may take some time to remedy					
5	High Impact - Risk of severe environmental damage					
Risk	Action Required					
Low	Low impact identified - Control measure to be adopted and monitored					
Medium	Medium impact identified - Ensure that the aspect & impact assessment is reviewed, further controls may be necessary					
High	High impact identified - Re-evaluate the aspect & impact assessment and develop / determine greater controls					
Examples of Receptor	Air (A)					
	Land (L)					
	Water (W)					
	Natural Resources (NR)					
	Community/Residence/Pedestrians (CRP)					
	Operative (O)					
	Ecology /Habitat (EH)					
	All					
Key Environmental Issues						
Local effects of Pollution (air quality, noise, waste, lighting, odour)			Carbon emissions and greenhouse effect global warming			
Water source and ocean Pollution			Deforestation, soil erosion and land quality			
Material resources & Land despoliation, supply chain issues & inequal disruption to impacts			Energy Supplies, innovations in food and fuel			
			Agricultural issues arising from global trade			

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Hazard(s)	At Risk	Risk	PRE-RCM Risk score (S x L)				Risk Control Measures	POST-RCM			
			Likelihood	Severity	Risk Score	Risk Level		Likelihood	Severity	Risk Score	Risk Level
Temporary Traffic Management Equipment (TTME)- Lifting, Moving, Loading & Unloading.	TMO	Muscular sprains/strains. Back injuries. Trapped Nerve(s), Hernias, Fractures, Cuts and Bruises, Impact injuries.	4	3	12	H	a. Manual Handling Policy in place. b. Personnel Inducted into Manual Handling on employment. c. Personnel to follow manual handling instructions given to them on induction. d. Personnel cover unloading and loading on their NHSS Lantra training. e. Wear correct PPE <ul style="list-style-type: none"> • Hi-vis clothing • Safety gloves (Level F) (Grip) • Safety boots (toe protection, mid sole protection and metatarsal) • Hard Hat (with head torch fitted for night-time works or/and inclement weather f. Mechanical means to be used when moving, loading, unloading signs. g. Check for overhead cables/obstructions when using FLT/Cranes h. Personnel to be qualified to use mechanical lifting aids i.e., FLT. i. FLT's to be fitted with Halo system. j. Tail lifts to be used wherever possible to lift equipment onto the vehicle flatbed. k. When pushing & pulling a load personnel to: <ul style="list-style-type: none"> • Carry out first use check on the equipment being used. • Keep the torso upright and not twisted. • Keep hands between hip and shoulder level. • Do not push/pull loads more than 20mtrs. • Apply force with the hands. 	1	3	3	L

							<p>l. Where lifting aids are not available before any manual handling operations are undertaken personnel to:</p> <ul style="list-style-type: none"> • Check the route they are to undertake the lift from to. • Carry out a test lift. • NOT to lift or handle any equipment that is too heavy for the individual. (can be easily managed) • Pivot the feet and not their body. • Bend at the knees when commencing and executing the lift. • Carry items close to their bodies. (Close to the waist) • Do not carry loads more than 5 meters without resting. • Keep their head up when handling the load. • Take regular rests If persistence lifting/operations are involved. • 2 Man lift to be carried out on heavy equipment (only if it is safe and manageable for both Operative/Gangers, The capability of the weakest person to be used as the limiting factor). • Not throw signs/frames. • Roll small cones stacks rather than lifting <p>m. In poor weather conditions individual to carry out a dynamic risk assessment, if its unsafe the individual to contact their Line Manager.</p> <p>n. Do not use a person to prop a stack of frames to recover a frame further into the stack.</p> <p>o. To access the back of a stack, move frames individually until the desired sign can be reached.</p> <p>p. Workers to check the back of signs for razor blades before attempting to lift the frames,</p> <p>q. Level F cut resistant gloves to be worn when lifting frames</p> <p>r. Lift signs individually were appropriate. Mechanically, or two man lift heavier items.</p> <p>s. Secure all loaded frame stacks whist manoeuvring in the yard, on the public highways and onsite.</p> <p>t. Ensure fames on the forklift cannot slide or topple, check weight distribution during manoeuvres.</p> <p>u. Do not stand directly in front of a frame stack, but off to one side in case of topple.</p>				
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							<ul style="list-style-type: none"> v. Check ground conditions and route before manually lifting any TTME. w. Check surroundings before attempting any lift or manoeuvre. x. The appropriate edge protection MUST be in place on the vehicle load platform. y. Personnel to take regular rests if repetitive lifting is involved or alternate with 2nd person if more than one on site. z. Always face the oncoming traffic when lifting out on site. aa. When two personnel are setting out the site, one to act as look out and the other places the equipment. bb. Always unload/load from the safe side off the vehicle (away from oncoming traffic). cc. All lifting equipment undertakes a service and LOLER where required. dd. First use checks are carried out on the lifting equipment. ee. When transporting, moving with equipment on the vehicle all equipment is to be secured. 				
Traffic/Pedestrian lights & CCTV– Lifting, Moving, Loading, Unloading	TMO	Muscular sprains/strains. Back injuries. Trapped Nerve(s), Hernias, Cuts and Bruises, Impact injuries.	4	2	8	M	<ul style="list-style-type: none"> a. Manual Handling Policy in place. b. Personnel Inducted into Manual Handling on employment. c. Personnel to follow manual handling instructions given to them on induction. d. Personnel cover unloading and loading on their NHSS Lantra training. e. Wear correct PPE <ul style="list-style-type: none"> • Hi-vis clothing • Safety gloves (Level F) (Grip) • Safety boots (toe protection, mid sole protection and metatarsal) • Hard Hat (with head torch fitted for night-time works or/and inclement weather) f. Mechanical means to be used when moving, loading, unloading traffic lights, pedestrian lights and cctv equipment onto vehicles where possible. g. Personnel to be qualified to use mechanical lifting aids i.e., FLT. h. FLT's to be fitted with Halo system. i. 2-way, 3/4-way trailers to be used to prevent lifting of equipment j. Tail lift to be made available for a 2 way if trailer not available. 	2	2	4	L

							<p>k. All base units are supplied on wheels and should be moved using the removal guide handle for the unit.</p> <p>l. Security pin to be fitted to the guide handle to prevent handle from releasing from base unit.</p> <p>m. All units are not to be manoeuvred by walking backwards.</p> <p>n. All batteries are to be removed from the base units before manoeuvring.</p> <p>o. Do not attempt to move damaged batteries without wearing the correct PPE (Gloves Gauntlet, Apron, safety goggles and face mask if leaking.</p> <p>p. All Masts to be removed from the bases before lifting</p> <p>q. All batteries are to be moved/lifted separately by the carrier handles if fitted.</p> <p>r. Ensure no overhead cables obstructions before erecting CCTV masts – suitable RA to have been completed.</p> <p>s. When pushing & pulling a load personnel to –</p> <ul style="list-style-type: none"> • Carry out first use check on the equipment being used. • Keep the torso upright and not twisted. • Keep hands between hip and shoulder level. • Do not push/pull loads more than 20mtrs. • Apply force with the hands. <p>t. Where lifting aids are not available before any manual handling operations are undertaken personnel to –</p> <ul style="list-style-type: none"> • Check the route they are to undertake the lift from to. • Carry out a test lift. • NOT to lift or handle any equipment that is too heavy for the individual. (Can be easily managed) • Pivot the feet and not their body. • Bend at the knees when commencing and executing the lift. • Carry items close to their bodies. (Close to the waist) • Keep their head up when handling the load. • Take regular rests If persistence lifting/operations are involved. • 2 Man lift to be carried out on heavy equipment (only if it is safe and manageable for both Operative/Gangers, the capability of the weakest person to be used as the limiting factor. 				
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							<ul style="list-style-type: none"> u. In poor weather conditions individual to carry out a dynamic risk assessment, if its unsafe the individual to contact their Line Manager. v. Lift barriers individually were appropriate, mechanically, or two man lift for heavier items. w. Secure all loaded barriers whist manoeuvring in the yard, on the public highway and onsite x. Ensure barriers on the forklift/palletiser cannot slide or topple and check weight distribution during manoeuvres. y. Check ground conditions and route before manually lifting and transporting barriers. z. Check surroundings before attempting any lift or manoeuvre. aa. The appropriate edge protection MUST be in place on the vehicle load platform. bb. Personnel to take regular rests if repetitive lifting of barriers is involved or alternate with 2nd person if more than one on available. cc. Always face the oncoming traffic when lifting out on site. dd. When two personnel are setting out the site, one to act as look out and the other places the equipment if weight of equipment allows 1 person lift. ee. Always unload/load from the safe side off the vehicle (away from oncoming traffic. ff. All lifting equipment undertakes a service and LOLER where required. gg. First use checks are carried out on the lifting equipment. 				
Civils Equipment Lifting, Moving, Loading & Unloading.	Civil Gangs	<p>Muscular sprains/strains. Back injuries. Trapped Nerve(s), Hernias, Fractures, Cuts and Bruises, Impact injuries.</p>	4	3	12	H	<ul style="list-style-type: none"> a. Manual Handling Policy in place. b. Personnel Inducted into Manual Handling on employment. c. Personnel to follow manual handling instructions given to them on induction. d. Wear correct PPE <ul style="list-style-type: none"> • Hi-vis clothing • Safety gloves (Level F) (Grip) • Safety boots (toe protection, mid sole protection and metatarsal) • Hard Hat (with head torch fitted for night-time works or/and inclement weather 	1	3	3	L

							<ul style="list-style-type: none"> e. Mechanical means to be used when moving, loading, unloading Steel, Concrete & Timber posts onto/off vehicles where possible. f. Personnel to be qualified to use mechanical lifting aids i.e., FLT, Barrier rig crane, Grab Lorry. g. FLT's to be fitted with Halo system. h. Ensure no overhead cables/obstructions are there before using the mechanical means to lift Steel, Concrete & Timber posts. i. When pushing & pulling a load personnel to – j. Carry out first use check on the equipment being used. k. Keep the torso upright and not twisted. l. Keep hands between hip and shoulder level. m. Do not push/pull loads more than 20mtrs. n. Apply force with the hands. o. Where lifting aids are not available before any manual handling operations are undertaken personnel to – p. Check the route they are to undertake the lift from to. q. Carry out a test lift. r. NOT to lift or handle any equipment that is too heavy for the individual. (Can be easily managed) s. Pivot the feet and not their body. t. Bend at the knees when commencing and executing the lift. u. Carry items close to their bodies. (Close to the waist) v. Keep their head up when handling the load. w. Take regular rests If persistence lifting/operations are involved. x. 2 Man lift to be carried out on heavy equipment (only if it is safe and manageable for both Operative/Gangers, the capability of the weakest person to be used as the limiting factor. y. In poor weather conditions individual to carry out a dynamic risk assessment, if its unsafe the individual to contact their Line Manager. z. Lift posts, barriers, fencing individually were appropriate, mechanically, or two men lift for heavier items. aa. Secure all loaded equipment whist manoeuvring in the yard, on the public highway and onsite 				
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							<ul style="list-style-type: none"> bb. Ensure equipment on the forklift/palletiser cannot slide or topple and check weight distribution during manoeuvres. cc. Check ground conditions and route before manually lifting and transporting equipment. dd. Check surroundings before attempting any lift or manoeuvre. ee. The appropriate edge protection MUST be in place on the vehicle load platform. ff. Personnel to take regular rests if repetitive lifting of posts is involved or alternate with 2nd person if more than one on available. gg. Always face the oncoming traffic when lifting out on site. hh. Always unload/load from the safe side off the vehicle (away from oncoming traffic). ii. Use Barrier rig where possible. jj. All lifting equipment undertakes a service and LOLER where required. kk. Correct chains, lifting straps to be checked before use for correct lifting weight, and there are serviceable. ll. First use checks are carried out on the lifting equipment. 				
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Activity	Receptor	Aspect	Potential Impact	PRE-RCM Risk score (S x L)				Risk Control Measures	POST-RCM			
				Likelihood	Severity	Risk Score	Risk Level		Likelihood	Severity	Risk Score	Risk Level
Filling Sandbags	All	Emissions to Land	Contamination of controlled waters, surface water drainage or onto land, including from associated dust. Nuisance to residents / pedestrians. Biodiversity loss	2	2	4	L	a. Sand to be contained in an area away from water courses b. Spilt sand is to be cleaned up immediately. c. Bags not to be filled in poor weather conditions (windy/wet) d.	1	2	2	L
Loading equipment using mechanical means	All	Carbon emissions Emissions to air of noise, dust & vibration from plant	Local effects of Pollution (air quality, noise, lighting). Material resources & Land despoliation, supply chain issues & inequal disruption to impacts. Global warming.	2	2	4	L	a. Plant to be turned off when not in use. b. Plant to be maintained correctly. c. Spillages from vehicle top ups/maintenance to be cleaned up immediately and reported to the Line Manager. d. Lights on plant to be turned off when not in use.	1	2	2	L
Moving of Batteries	A, L, W, OP	Failure to follow waste hierarchy. Failure to comply with Duty of Care. Avoidance of disposal of waste.	Contamination of controlled waters, surface water drainage or onto land. Material resources & Land despoliation, supply chain issues & inequal disruption to impacts.	2	2	4	L	a. Damaged batteries are to be contained in the correct waste recycling receptor. b. Gloves, Apron, Goggles, and face mask to be worn when moving damaged batteries.	1	2	2	L

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			Waste and International waste trade.									
Moving of Concrete	W/L	Discharge to water/land	Contamination of controlled waters, surface water drainage or onto land.	2	2	4	L	<ul style="list-style-type: none"> a. Spill kit to be carried in vehicle when moving material. b. Spillages to be cleaned up immediately. c. Line Manager to be informed immediately if spilled. d. Do not load near water courses 	1	2	2	L
Moving of Resin	W/L	Discharge to water/land	Contamination of controlled waters, surface water drainage or onto land.	2	2	4	L	<ul style="list-style-type: none"> a. Spill kit to be carried in vehicle when moving material. b. Spillages to be cleaned up immediately. c. Line Manager to be informed immediately if spilled. d. Do not load near water courses 	1	2	2	L
Moving of Instant Road repair	W/L	Discharge to water/land	Contamination of controlled waters, surface water drainage or onto land.	2	2	4	L	<ul style="list-style-type: none"> a. Spill kit to be carried in vehicle when moving material. b. Spillages to be cleaned up immediately. c. Line Manager to be informed immediately if spilled. d. Do not load near water courses 	1	2	2	L