





Loading & Unloading Deliveries within Depots

RAMS049-CEN

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| Approved for Use | 19/01/2026 | |

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| Issue Date | 19/01/2026 |
| Next Review Date | 31/12/2026 |

| Version | Date | Name | Details |
|---------|------------|-------------|---|
| 1 | 18/07/2025 | Steve Usher | New draft |
| 2 | 19/01/2026 | Steve Usher | Reviewed, Updated and reissued with the following changes: <ul style="list-style-type: none"> - Removed Depot manager and replaced with Supervisor - Added Depot managers responsibilities to Supervisors - Up dated Ram matrix, likelihood and Severity ratings |
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Note Under no circumstances is this document to be modified in any way without the QHSE Managers consent. Uncontrolled when Printed or Downloaded

1 Document Summary

1.1 This RAMS is intended to ensure that all loading and unloading operations within depot environments are conducted safely, efficiently, and in compliance with legal requirements. It provides a structured approach to hazard identification, risk control, and operational responsibilities. By following this RAMS, all involved personnel can reduce the likelihood of incidents, protect health and safety, and maintain smooth depot operations.

1.2 Applies to all employees and suppliers undertaking deliveries, loading and unloading work at Hatton Traffic Management Limited (HTML) premises and sites.

1.3 Related ISO Standards are:

ISO 9001

- Clause 6.1.2: Hazard identification and assessment of risks and opportunities
- Clause 8.1.1: Operational planning and control for managing risks associated with loading/unloading tasks
- Clause 9.1: Monitoring, measurement, analysis, and performance evaluation (e.g. audits, inspections) Ensures processes are controlled and quality is maintained.

ISO 14001

- Clause 6.1.2: Identification of environmental aspects (e.g. fuel spills during unloading, waste packaging)
 - Clause 8.1: Operational control to mitigate environmental impact (e.g. spill response during deliveries)
- ISO 45001 – Protects health, safety, and wellbeing of employees.

ISO 9001

- Clause 8.5.1: Control of production and service provision (ensuring safe and effective delivery handling processes)
- Clause 9.1.2: Customer satisfaction and conformance to operational procedures (delivery accuracy and safe handling)

CDM Regulations (if applicable to site works)

- Places responsibility on contractors and managers to ensure safe delivery and handling of equipment and materials on site.

Legal Frameworks

- Health and Safety at Work etc. Act 1974
- Manual Handling Operations Regulations 1992
- Provision and Use of Work Equipment Regulations (PUWER) 1998
- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- Management of Health and Safety at Work Regulations 1999

1.4 Key Contacts are:

- Contracts manager (Site Works)
- Depot Supervisor
- First Aiders






1.5 Locations Covered

- Aberdeen
- Amersham
- Brunswick
- Chelmsford
- Doncaster
- Horton
- Oldam
- Tottenham
- Site works Locations

Note Any deviation from these RAMS or any linked documents mentioned below, must be agreed with the QHSE Manager.

2 Personal Protective Equipment (PPE)

2.1 Minimum requirements on site for these RAMS for all personnel are:

| Hard Hat | Eye Protection | Hi-Vis Clothing | Safety Gloves | Safety Boots |
|---|---|--|---|--|
|  |  |  |  |  |
| With 4-point chin strap that meet EN397 & EN12 492 standards. Head torch to be worn for night working and poor visibility (if unloading from height or vehicle top) | Safety glasses or goggles To be worn for task specific work or when required by client / site or if dust/splash risk | Long sleeve Hi-Vis Jacket EN 20 471 class 3 Hi-Vis trousers EN ISO 20 471 class 1 | Minimum of cut level F | (laced only) metatarsal if required by client / contractor S3 steel toe cap, midsole with ankle support |

Note All PPE must comply with relevant EN standards and be checked before use.

3 Description of Works

3.1 This RAMS covers the safe procedures for the unloading and loading of deliveries within depot environments. Deliveries may include temporary traffic management equipment, plant, tools, consumables, or infrastructure products. The work involves coordination between delivery drivers, depot staff, and machinery operators to ensure materials are unloaded and stored safely and efficiently while preventing harm to personnel, property, or the environment.

4 Responsibilities

4.1 **Supervisor**

- Ensure workers follow RAMS and wear appropriate PPE.
- Ensure delivery and unloading plans are communicated and depot layout allows safe access.
- Provide necessary equipment and trained personnel.
- Coordinate unloading activities.

4.2 Contracts Manager

- When unloading/loading occurs on site (outside depot), ensure plans are aligned with site-specific risk assessments and liaise with the Principal Contractor.

4.3 Forklift/Machinery Operators

- Operate only within their competencies using authorised machinery.

4.4 Drivers

- Follow site rules, remain in designated areas unless unloading themselves.

5 Dynamic Risk Assessment (DRA)

5.1 To be conducted by all employees during work execution.

Step 1 - STOP: Look around for any unexpected hazards.

Step 2 – THINK: Can you proceed safely with the current conditions?

Step 3 – ACT: Apply additional controls or escalate if unsure.

5.2 Use the “Take 5” or “SLAM” technique

- Stop, Look, Assess, Manage
- Or: Stop, Look, Assess, Minimise

5.3 Record findings or near misses through the notify app where required.

6 Training and Competence

6.1 All operatives trained in manual handling.

6.2 Forklift operators to hold valid certification.

6.3 Site induction for all delivery drivers.

7 Emergency Procedures

7.1 Each location is different, personnel to undertake Fire awareness induction at the start of employment at the relevant location:

- Fire evacuation Drills
- First aid stations and first Aiders
- COSHH training
- Spill Procedure

7.2 In the event of an incident

- **STOP** work immediately if unsafe conditions arise
- In case of accident, follow the site emergency procedures.
- Contact emergency services via 999.
- Inform supervisor and client representative immediately.
- Spill control for fuel or hydraulic Oil
- Fire response, using the extinguisher or call 999.
- Complete incident report form.

8 Delivery Management

8.1 To ensure the health, safety, and welfare of all visitors entering the premises, and to maintain control over environmental and quality standards in areas accessible to non-employees.

| Aspect | Control Measure |
|----------------------------------|--|
| Sign-in / Sign-out | All drivers must report to reception or designated entry point and sign in. Sign-out is mandatory upon exit. |
| Induction / Briefing | Drivers are to receive a brief safety induction including fire evacuation procedures, welfare facilities, and emergency contact points. |
| Supervision | Drivers must be accompanied by a competent employee at all times while on site. |
| Restricted Areas | Drivers are not permitted in operational or restricted zones (e.g., server rooms, plant interfaces) unless risk assessed and authorised. |
| Emergency Procedures | Drivers will be informed of emergency exits, alarm sounds, muster points, and first aid arrangements. Their names must appear on the emergency roll-call list. |
| Environmental Considerations | Emergency Procedures |
| Confidentiality & Data Security | Drivers may be reminded of any restrictions on photography, data access, or sensitive documents to maintain ISO 9001 controls. |
| Health Screening (if applicable) | Where relevant (e.g. flu outbreaks, COVID-19), drivers may be asked to confirm they are symptom-free before entry. |

9 Method for Works

9.1 Pre-Delivery Checks

- Confirm delivery times and access arrangements.
- Notify relevant depot staff of incoming delivery.
- Designated delivery and unloading area to be clear and safe.
- Supervisor to ensure traffic management is in place (cones, signs, barriers) if risk requires it.

9.2 Vehicle Arrival

- Driver reports to Supervisor.
- Vehicle is guided into position.

- Engine turned off, handbrake applied.
- Hazard lights on.

9.3 Unloading Process

- Inspect vehicle load before unloading.
- Unloading only by trained personnel.
- Use mechanical aids (e.g. forklifts, pallet trucks) wherever possible.
- Manual handling limited to safe loads; team lifting used if necessary.
- All operatives wear required PPE.

9.4 Post Unloading

- Packaging waste is removed and disposed of appropriately.
- Delivery area tidied and inspected for slip/trip hazards.
- Vehicle exits depot.
- Documentation (delivery note, inspection report) completed and filed.

9.5 Emergency Procedures

- Spill kit available for any fuel or chemical spillage.
- First Aid Kit available on site.
- In case of injury, follow company accident reporting procedure.

9.6 QHSE Coordinator

- Support the QHSE Manager in drafting, distributing, and reviewing RAMS documentation.
- Coordinate DSE and stress assessments and ensure records are up to date.
- Ensure COSHH documentation for office/cleaning products is complete and accessible.
- Promote safe behaviours and environmental good practice.
- Ensure contractor RAMS are reviewed and accepted before work begins, for HOF

10 Linked Documents

| Document Name | Location |
|--|---|
| AF019-CEN PPE Employees Record | Held locally by each Location |
| Emergency Evacuation Plan | Locally at each location on notice boards |
| PY003-CEN Incident Reporting Policy | Documents/QHSE/Policies/Policies |
| PR006-CEN Spillage Procedure | Documents/QHSE/Procedures |
| PY007-CEN Lone Working Policy | Documents/QHSE/Policies/Policies |
| PY036-CEN Health & Well Being Policy | Documents/QHSE/Policies/Policies |
| PY051-CEN Working at Height Policy | Documents/QHSE/Policies/Policies |
| PY053-CEN Personal Protection Policy (PPE) | Documents/QHSE/Policies/Policies |
| RA008_CEN_COSHH Register | Documents/QHSE/QHSE_Forms |
| RA016-CEN Manual Handling RA | Documents/QHSE/QHSE_Forms |
| Training Matrix | SharePoint-Gateway |

11 Risk Assessments

11.1 The following risk assessments are based on Generic deliveries unloading and loading; the following operational hazards and risks provide a general indication of what may be encountered during normal operations:

- Collision of plant or personnel with moving vehicles, highway traffic or work vehicles
- Working at night
- Manual handling
- Lone working
- Uneven ground (slips / trips / falls)
- Weather conditions & visibility

11.2 The list is not exhaustive and operational personnel **MUST** carry out an on-site dynamic risk assessment.

11.3 If at any point throughout your work, you encounter an unsafe situation you **MUST** stop work and contact your supervisor immediately for guidance.

11.4 The risk assessments **MUST** be communicated to all personnel undertaking any loading & Unloading operations

11.5 Risk Scoring Methodology & Risk Assessment

| 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. | | | | | |

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| 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 |

11.6

| Category | Control | Severity Score | | | | |
|-----------------------------|--|----------------|----|----|----|----|
| Likelihood | 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) | | | | | | |

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| | Carbon Footprint (CF) |
| 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 | Risks | PRE-RCM | | | | Risk Control Measures | POST-RCM | | | |
|--|-------------------------------|--|----------------------|----------|------------|------------|---|----------------------|----------|------------|------------|
| | | | Risk score (L x S) | | | | | Risk score (L x S) | | | |
| | | | Likelihood | Severity | Risk Score | Risk Level | | Likelihood | Severity | Risk Score | Risk Level |
| Slips, Trips & Falls | All depot personnel & Drivers | Injury from uneven surfaces or spills | 3 | 3 | 9 | M | a. Keep walkways clear b. Good housekeeping c. Spill response procedure in place d. Weekly walk around checks carried out e. Cable management | 1 | 3 | 3 | L |
| Manual Handling | All staff | Back injuries, strains from lifting or moving bulky items. | 3 | 3 | 9 | M | a. Manual Handling Training in Place b. Use 2 person lift c. Split items down before attempting to move them d. Use of mechanical aids | 1 | 3 | 3 | L |
| Working at Height | Operatives, drivers | Falls | 4 | 2 | 8 | M | a. Step platforms b. safe access/egress c. Avoid climbing on vehicles d. Keep vehicle restraint systems fitted when possible. | 1 | 2 | 2 | L |
| Falling items from pallets or vehicles | Operatives, drivers | Head injury, foot injury | 4 | 2 | 8 | M | a. Secure loads b. Wear safety boots and hard hats c. Visual checks before unloading | 2 | 2 | 4 | L |
| Reversing vehicles | Operatives, drivers | Serious injury | 4 | 2 | 8 | M | a. Reversing alarms b. Guide to be used c. Keep pedestrians clear | 1 | 2 | 4 | L |

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| Use of forklifts/telehandlers | Forklift operators, others nearby | Collision, entrapment | 4 | 2 | 8 | M | <ul style="list-style-type: none"> a. Only trained/certified operators b. Exclusion zones to be in place where required c. Halo System to be in place d. Speed limits in place | 1 | 2 | 4 | L |
| Weather conditions (e.g., icy surfaces) | All persons | Slips, reduced visibility | 2 | 3 | 6 | M | <ul style="list-style-type: none"> a. Gritting undertaken in cold, icy weather b. Adequate lighting in place c. Delay works if unsafe | 1 | 3 | 3 | L |
| Environmental Risk Assessment | | | | | | | | | | | |
| Manual Handling Packaging | Plastic and cardboard waste | Poor segregation increases general waste volumes. | 3 | 3 | 9 | M | <ul style="list-style-type: none"> a. Recycling in place b. Waste management policy in place c. Waste reviews undertaken d. Weekly walk around checks carried out | 1 | 3 | 3 | L |
| Lighting | Carbon emissions | Excessive or unnecessary use during out-of-hours increases energy demand. | 2 | 3 | 6 | M | <ul style="list-style-type: none"> a. Some lighting PIR systems in place b. Last one out (Supervisor) carries out a walk around check. c. Monitoring of energy consumption | 1 | 3 | 3 | L |
| Vehicles left idling during unloading | Local air pollution, CO ₂ emissions, fuel wastage | <ul style="list-style-type: none"> - Increased carbon emissions (CO₂, NO_x, PM) - Fuel inefficiency - Noise pollution - Poor air quality for staff nearby | 2 | 3 | 6 | M | <ul style="list-style-type: none"> a. Vehicle switched off when unloading | 1 | 3 | 3 | L |