

# SHE Operating Procedure On Grade Loading and Unloading

Figure 1 Truck example: Forklift operator stationary while pedestrian moves to a designated safe zone.



Figure 2 Van Example: Forklift is switched off and hand brake applied. Forklift operator is disembarked.



## Purpose

This procedure outlines the Metcash SHE requirements for loading and unloading vehicles in an on-grade loading area at Metcash controlled sites.

## Scope

This applies to team members who load and unload vehicles in an on-grade loading area on Metcash controlled sites as part of Metcash directed work.

## Competency Requirements

- *SHE Operating Procedure Forklift (if conducting loading/unloading with a forklift truck)*
- *SHE-GSWOP Tail Lift Operation (if conducting loading/unloading with a Tail Lift)*

## Knowledge Requirements

- *Site Traffic Management Plan*
- *Metcash Site Induction*
- *Chain of Responsibility (COR) escalation process for delays greater than 30 minutes and overweight, over mass, over dimension, fatigue and maintenance COR issues.*

## Prohibited

It is prohibited to load/unload a vehicle:

- without checking driver has applied park brakes and wheel chocks.
- with a pedestrian within the exclusion zone, including the adjacent side of the vehicle.

## Safe use and Site Rules

- Exercise appropriate degree of caution and be aware of your surroundings when loading/unloading.
- Loader/unloader must take control of vehicle movements whilst in loading bay and verify driver has immobilised vehicle with wheel chocks and park brake applied.
- Loader/unloader must instruct the driver to prepare the vehicle so that there is clear access for loading/unloading.
- Loader/unloader must verify driver remains in a designated safe zone when forklift is in motion.
- If driver or another pedestrian enters the exclusion zone, forklift operation must cease. Only when clear of pedestrians, can loading/unloading resume.



Figure 3 Exclusion Zones – Single and Multiple Adjacent Bays

- One loader/unloader per vehicle except where another forklift operator has been given approval to assist by the loader/unloader in control of the vehicle.

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## Safe use and Site Rules (Continued).

- For Van/Light Vehicle loading/unloading:
  - Prior to driver accessing pallet, forklift must be in neutral, park brake applied, and forklift operator disembarked, or forklift removed.
- Prior to moving a vehicle for any reason:
  - the stock or product must be restrained and secured.
  - Forklift must be at least 3 metres from vehicle.
- Conduct Chain of Responsibility (COR) load and vehicle inspections and report any CoR issues to the responsible manager:
  - on arrival, prior to unloading and
  - during and after loading.
- Prior to departure, check vehicle is secured and area clear of product and mobile plant.

## Information, Instruction, Training and Supervision

- Responsible managers will validate operators have:
  - Training in this operating procedure
  - Instruction on site specific hazards, risks and controls
  - Training in the site traffic management plan
- Records will be maintained on site to demonstrate training delivered and attendance at training.

## Incident Reporting and Consequences of Breach

- Team members must report any incidents to the responsible manager immediately.
- In the event of a suspected breach of this operating procedure the responsible manager will:
- Complete an incident report via the online incident reporting software (or other applicable safety reporting system); and
  - Notify the P&C Team via the People Advice Centre.
- *Failure to adhere to the instructions in this operating procedure may result in disciplinary action up to and including termination of employment (or engagement).*

## Responsibilities

| ROLE                 | RESPONSIBILITIES                                                                                                                                                                                                                                                                                                                                 |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Responsible Managers | <ul style="list-style-type: none"> <li>• Verify loaders/unloaders are competent to operate safely on site when loading/unloading vehicles.</li> <li>• Provide team members with all relevant information, instruction, and supervision to load and unload vehicles safely.</li> </ul>                                                            |
| Team Members         | <ul style="list-style-type: none"> <li>• Understand and comply with the requirements of this operating procedure.</li> <li>• Comply with site-specific TMP and induction.</li> <li>• Report any hazards or incidents to the responsible manager immediately.</li> <li>• Report any COR issues to the responsible manager immediately.</li> </ul> |

### Related Documents

Metcash SHE Legal Register  
 Personal Electronic Devices Corporate Standard  
 Chain of Responsibility Operating Procedures  
 Safe Work Australia Information Sheet for Owners and Operators

### Supersedes

Site SWOP Loading/Unloading

|                                                              |                                                          |                                 |
|--------------------------------------------------------------|----------------------------------------------------------|---------------------------------|
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