



Recommendations

for the

Safe Collection and Delivery

of

Goods on Customers' Premises



Textile Services Association Ltd

RECOMMENDATIONS FOR THE SAFE COLLECTION AND DELIVERY OF GOODS ON CUSTOMER PREMISES

Published by TSA in consultation with the Health & Safety Executive

This Guide states the responsibilities of the **Service Provider** and the **Customer** in respect of the safe handling and carriage of laundered textile and washroom consumable goods on customers' premises. It identifies the training requirements for all staff deployed to provide a satisfactory service and describes the risk assessment procedures to ensure that all reasonable steps are taken to make the activity as safe as possible. It is imperative that the Service Provider and the Customer are fully cognisant of their shared responsibility for facilitating safe, stress free and efficient delivery at the customer's premises.

The principle applies to a wide range of goods which includes Hotel, Restaurant and Hospital Linen in bags, hampers or cages; Dustmats (see separate TSA guide 'Dust Control Mats'); Cabinet Roller towels (see TSA guide 'Cabinet Roller Towels and Dispensers'); Workwear (see TSA Workwear Charter) and a variety of disposable and consumable products (soaps, paper, etc.) and their dispensers.

The Service Provider has a duty to comply with the risk assessment requirements set out in the Management of Health and Safety at Work Regulations 1999 as well as the requirement in the Manual Handling Operations Regulations 1992 (as amended) to carry out a risk assessment on all manual handling tasks undertaken by its staff at all stages of the collection/delivery service.

The Customer has a responsibility to provide and maintain in sound condition, all external and internal elements of their premises to enable the safe and secure transition of goods. This will also require the training and advising of all persons visiting the premises to ensure their total familiarisation with all procedures.

Without such infrastructure provision and control by the Customer, the Service Provider is unable to perform the task and a service contract may be refused.

This document should form the basis of a Charter between the two parties.

The two sections 'Responsibilities of the Service Provider' and 'Responsibilities of the Customer' can be made available as flyer documents for prominent posting.

The Textile Services Association acknowledges with thanks the following for their valuable contribution to this Guide.

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The Manual Handling Operations Regulations 1992 –

Regulations in Brief

The employer's duty is to avoid manual handling if there is a risk of injury. If this cannot be done then they must reduce the risk of injury as far as is reasonably practicable in order to enable the safe undertaking of the task by defined procedure. Any changes in work practises to avoid or reduce manual handling hazards must be monitored to ensure they are having the required effect and if not working satisfactorily, alternatives must be considered and the procedures revised.

The regulations set out a hierarchy of measures to reduce the risks of manual handling. These are in regulation 4(1) as follows:

- avoid hazardous manual handling operations so far as reasonably practicable;
- assess any hazardous manual handling operations that cannot be avoided;
- reduce the risk of injury so far as reasonably practicable.

It is incumbent on every organisation to conform to the requirements of the HSE document HSG65, Successful Health and Safety Management.

In addition, employees have duties to take reasonable care of their own health and safety and that of others who may be affected by their actions. They must communicate with their employers so that they too are able to meet their health and safety duties. All of these duties are in the MHOR 1992.

Employees have general health and safety duties to:

- follow appropriate systems of work laid down for their safety
- make proper use of equipment provided for their safety
- co-operate with their employer on health and safety matters
- inform their employer of hazardous handling activities
- take care to ensure that their activities do not put others at risk

RESPONSIBILITIES OF THE SERVICE PROVIDER

Pivotal to the success of the contract and its longevity is to establish the Customer's requirements and ensure that the service can be provided.

To agree the terms and conditions and cost/quality/delivery criteria as well as to define a product abuse policy, notice period, theft policy, etc.

To present an expertise to the Customer in respect of managing the service and ensure the Customer is aware of key elements and their responsibilities.

To survey the premises and agree with the Customer:

- vehicle access, parking, timing and window, security, local restrictions awareness, legislation, etc
- a safe route from vehicle to secure and/or attended goods store(s)
- assurance of provision and maintenance of key elements
- a procedure for ergonomic handling and transition of goods
- the need for assistance to be provided by Customer on site
- the risk assessment for basic tasks
- the risk assessment for special/high risk tasks
- training of new and re-training of current staff on site specifics
- a security/identity system for your staff and the Customer's staff
- an authorisation procedure for collection and delivery (goods sign off) with identified dedicated personnel where possible
- a means of inspecting goods (periodic stock-check) on site
- the responsibility for managing the goods on site
- the responsibility for service product changing i.e. CRT, Garments, Paper, Dustmats, Feminine Hygiene, Vending, etc.
- the goods exchange agreement and counting procedure, POD
- the retention of goods exchange records for 12 months minimum
- a procedure for bags and skips inventory control/check

RESPONSIBILITIES OF THE CUSTOMER

The Customer must be fully cognisant of the responsibilities on their part to accept all aspects of the contract terms and conditions and to provide an infrastructure within the boundaries of their premises to enable the service to be performed safely, without undue stress and in accordance with all legislative criteria.

Failure to do so will disable the Service Provider from performing within legal statute and will prevent the service contract from being implemented or may in extreme case, cause the contract to be discontinued.

The Customer is ultimately responsible for ensuring that the whole content of the goods provided in the service, i.e. product specification and service criteria, fulfils their legislative and operational or service requirements.

It is incumbent upon both parties to recognise the obvious and to work together in order to review and correct any anomalies.

The Customer is required to:

- agree the terms and conditions, liability and all aspects of the service agreement with the Service Provider
- provide unrestricted vehicle access and safe, secure parking (where constraints exist, agree and realise a reasonable solution)
- provide a safe, unobstructed route from delivery vehicle to store
- share the responsibility of the Service Provider in undertaking the risk assessment to reduce the manual handling burden and risk of injury to the delivery staff
- by agreement, assist with on site load/unloading, vehicle manoeuvre, unmanned vehicle security and control of variable relevant on-site activity
- provide a controlled, secure goods store of agreed adequate size
- manage the store to provide soiled and clean goods separation
- ensure that on-site authorisation for goods exchange exists and is availed at each service visit
- keep copies of delivery/collection lists for 12 months minimum
- accept liability on site for the security and safety of contractors which obviously includes the Service Provider's employees
- advise the service provider of legislation and regulations which apply on site and be aware of same obtaining to the Service Provider, i.e. feminine hygiene disposal, food industry, hospital, refuse disposal, Hi-visibility/Flame Retardant and Chemical Resistant Workwear, etc.
- in respect of care homes, advise the service provider of danger from contaminated/infected goods, normal or abnormal
- ensure preparation for every service visit throughout the premises
- agree to change unsatisfactory conditions as necessary

- agree special understanding of conditions for congested sites i.e. London streets and special locations e.g. airports, underground stations, chemical factories, etc.
- provide delivery vehicles and the driver's activity with priority over other on-site activity to ensure unobstructed safe working
- operate a security pass system for the visiting Service Provider and for on-site staff to ensure dual recognition
- ensure the operational and site open window coincides with the Service Provider's delivery programme and advise with due notice if a delivery cannot be made for any reason
- advise the Service Provider of any changing conditions which may affect the collection/delivery process
- understand the severity of service limitation due to poor road or yard surfaces, i.e. gravel car parks, sunken Tarmac and cobbled streets; flights of stairs; steep slopes and narrow walkways, all of which adversely impact upon or prohibit roll-pallet manoeuvrability
- advise the Service Provider of PPE requirements for delivery staff
- design and issue the required permit to work for contractors on site
- advise the Service Provider on the exact placement of goods e.g. Dustmats on the floor, or spare Cabinet Towels in a store and accept liability for their use thereafter
- advise the Service Provider when any service provision anomalies are discovered in order that the latter may advise or implement corrective action

PLANNING AND IMPLEMENTING THE SERVICE

The following (sections 1-8) documents all aspects of the service set-up, continued provision and identifies the roles of Service Provider and Customer.

1. Key stages prior to establishing the rental service agreement

The Service Provider should ensure the following:

- 1.1 A thorough survey is carried out by competent staff to evaluate the customer's premises and highlight where there may be a risk.
- 1.2 Where Sales/ Customer Service personnel are used they should be trained to recognize areas where there may be a risk.
- 1.3 Typically an assessment form, that collects key information, should be used.

(see example 'Site Survey and Risk Assessment' at Annexe A)

- 1.3.1 Name, address, phone, route identification, assessment date, usage i.e. high user or low user (quantities)

Delivery area details: location; accessibility; time constraints; location of soiled product; frequency of delivery;

Type of product: product description, type and degree of soiling i.e. food industry heavy/light; foul / infected.

Parking: accessibility, duration, level i.e. whether parked on a hill as this will require pushing or pulling of goods from the truck and the possible use of steps or ramps.

Risks to Service Provider employees, Customer employees, members of the public.

Corrective measures / recommendations.

Signatures and date.

- 1.3.2 The numerical risk rating systems will identify premises which present higher risks.

2 Details of the rental service agreement

- 2.1 Determine the purpose, type and quantity of goods that will be supplied.
- 2.2 Present and agree the key service elements for Cost, Quality and Delivery.
- 2.3 Establish the service frequency i.e. collection of soiled, delivery of clean goods.
- 2.4 Ensure co-operation in avoiding hazardous manual handling operations so far as reasonably practicable, i.e.
 - Provision of parking - adjacent to entry door
 - Provision of ground floor delivery locations
 - Provision of safe route to delivery location
 - Provision of a lift or alternative safe means to facilitate delivery to upper floors
 - Restricting weights of returned (wet) linen bags
- 2.5 Terms and conditions of the Service Provider, contravention of which in the worst case may lead to termination of service.
- 2.6 Identify and agree the communications procedures and ensure that in respect of service dissatisfaction the complaints procedure is documented. Establish a service review policy and frequency.
- 2.7 Ensure understanding of and ability to comply with the Customer's Health and Safety policy and any special requirements.

Shared reference data and recognised industry guidelines

TSA Workwear Charter

Guide to Ergonomic and Manual Handling in Laundries

Recommendations for the Care, Use and Transportation of Cabinet Roller Towels and Dispensers

Recommendations for the Care, Use and Transportation of Dustmats

Guide to the Provision of a Managed PPE Workwear Rental Service

3. Key stages for collection, processing and delivery

The goods should normally pass through the following key stages.
(refer to Annexe B, sample risk assessments)

- 3.1 Collection of soiled goods at the Customer's premises, their safe handling and transport by appropriate means, loading and securing in the correctly specified vehicle and transport to the laundry. During transport clean goods should be separated from soiled goods as the nature and degree requires.
- 3.2 Processing in accordance with the service provider's documented methods; to include appropriate cleansing, drying, finishing and folding prior to packing out for storage/despatch. The defined QA procedures will be applied at all stages.
- 3.3 Handling and conveying via an appropriate system and then by containers into vehicles, all of which should be maintained in a clean condition for delivery to the Customer.
- 3.4 All staff should pay close attention to personal hygiene.
- 3.5 Delivery to the Customer's premises with due care to maintain cleanliness and finish, ensuring goods remain dry and clean in transit.
- 3.6 Compliance at all times with the Customer's Health & Safety policy.

4. Collection and Delivery Risk Assessment

Service Providers have a duty to comply with the risk assessment requirements set out in the Management of Health and Safety at Work Regulations 1999 as well as the requirement in the Manual Handling Operations Regulations 1992 (as amended) to carry out a risk assessment on manual handling tasks.

Annexe A shows a preliminary site survey and risk assessment form that can be used by sales personnel to undertake an assessment at customer premises.

Sample generic risk assessments are included in Annexe B.

5. Loading of racks/skips/cages/hampers//bags

- 5.1 Roll pallets (rack/skip/cage, etc.) must NOT be loaded above top bar.
- 5.2 When packing into racks/skips/cages, the heavier items must be placed as close as possible to the base (to minimise the risk of toppling over).
- 5.3 Where items are stored and transported in bags then bag weights should be limited as per the example below.

Product	Numbers per Bag	Approximate Bag Weight (kg)
Roller Towels	8	18
Single Sheets	30	13.7
Double Sheets	20	17.5
Pillow Slips	150	13
Banquet Cloths	10	15.5
Napkins	175	14.1
Garments (PPE)	12	15
Garments (poly-cotton)	25	17.5

- 5.4 Where items are stored and transported in bags then bag weights must not exceed 20 kg (max) under the guidelines of the Manual Handling Regulations.

Note: wet work will be heavier and should be check weighed where possible

- 5.5 Rack/skip/cage doors should be properly closed and secured prior to moving.

6 Maintaining racks/skips/cages/hampers//bags & trolleys

The constant use of racks, skips, cages, bags, hampers and trolleys, subjects them to hard wear and tear. Common faults and damage include, string-clogged wheels, broken wires/rods/frames, split plastic, broken closing devices and broken or missing handles. The Provision & Use of Work Equipment Regulations states that appropriate maintenance be undertaken.

- 6.1 A planned, preventative maintenance procedure should be introduced to ensure that staff and customers can use such equipment safely. This should include routine inspection and rectification of all faults and damage. Identification by numbering or bar coding/RFID of racks, skips, cages and trolleys, with appropriate records, service schedules and specified service times, will enable asset management and demonstrate a responsible and safe system of work.
- 6.2 A procedure for identifying faulty or damaged transfer equipment should be established to ensure the item is de-commissioned and stored in a secure area awaiting repair.
- 6.3 Staff responsible for the maintenance of this equipment should be instructed to give 'return to service' high priority as there is constant demand. Lack of availability encourages overloading of the remaining equipment and even continued use of faulty equipment.
- 6.4 The service provider should ensure the ongoing cleanliness of the transfer system.
- 6.5 The Customer should ensure that racks/skips/cages/hampers and bags are returned to the Service Provider and not retained for other storage purposes.

7 Driver Training

Training is essential for compliance with Health & Safety legislation. Employers have a duty to provide employees with training on the safe use of work equipment. This includes that used for the transfer and delivery of goods to customers.

In addition to the statutory road and vehicle training the following should apply:-

- Evaluation and correct use of equipment
- Maximum load weights / levels
- Use of mechanical equipment / fault reporting procedures
- Safe loading of vehicles
- Safe operation of tail-lifts
- Careful use of equipment
- Customer site hazards – slope, other vehicles, pedestrians, speed limits
- Cross contamination risk to clean goods
- Potential for sharps
- Handling overweight collections
- Dealing with faulty/damaged equipment
- Correct lifting methods
- Safe procedures for loading bays

Note: Drivers should be aware of their responsibility to continuously evaluate the tasks undertaken and to ensure that familiarity does not promote bad practice.

Drivers should be provided with spare bags and gloves to enable them to decant overloaded bags for collection and thus continue the service. Such events must be reported to the Customer.

8 Drivers' Personal Protective Equipment (recommended minimum)

Weather-proof outer clothing

Safety shoes

Riggers (type) gloves

High visibility vest / Warning triangle / Torch

Basic First Aid Kit

Lumber Support Belt (Optional)

Annexe A Site Survey and Risk Assessment

SITE SURVEY AND RISK ASSESSMENT

Please complete this form in the presence of the customer and attach it to the Sales and Service Agreement

1	Customer Name & Address	
2	Contact Name	
3	Telephone No/Ext	

DELIVERY

...Details:

4	Are there any specific time restrictions?	Y/N	
5	Are there any stairs to climb?	Y/N	
5a	How many flights?		
5b	Is there a lift available?	Y/N	
6	Approx. distance from vehicle access/park to delivery point	m.	
7	Any other delivery requirements?		

To enable our staff to carry out the service safely and without risk, please complete the following section:

RISK ASSESSMENT

.... Details:

8	Any obstacles or hazards on site? e.g. slippery or uneven floor, slope, low ceiling, poor light, exposure to heat/ noise/ chemicals,	Y/N	
9	Is there a requirement to wear P.P.E. on site?	Y/N	
9a	List PPE required		
10	Does the Customer deal with any hazardous materials that could affect our Branch and Plant staff when handling the stock?	Y/N	
11	Is it necessary to return items for processing in water soluble bags?	Y/N	
11a	Is the Customer aware of the handling procedure? i.e. items placed in water soluble bag, then inside a normal bag clearly marked contaminated laundry .	Y/N	
12	Any special on-site H & S procedures which our staff must comply with? Attached?	Y/N	

Assessment carried out by:

SERVICE PROVIDER NAME (Print Name)

SIGNATURE **DATE**

CUSTOMER NAME (Print Name)

SIGNATURE **DATE**

SAFE DELIVERY

Annexe B Generic Risk Assessments

See following 9 pages -

Installation of Warm Air Dryer (to existing spur) - 2 pages

Dust mat Delivery / Collection - 2 pages

Cabinet Roller Towel Delivery / Collection - 1 page

Consumables Delivery / Service - 2 pages

Installation of Towel Cabinets / Soap Dispensers / Air Fresheners (Non-electrical equipment) - 2 pages

Annexe C Other Reading

TSA Health Safety & Environmental Management Guidelines

TSA Guide to Ergonomic and Manual Handling in Laundries

The Provision and Use of Work Equipment Regulations

The Manual Handling Operations Regulations

Successful Management of Health and Safety HSG65