

## Contents

Integrated assignment	14
Source material	21
Glossary	43

# Integrated assignment

## Introduction

There is an integrated assignment supporting these materials: Risk assessment.

This provides learners with an opportunity to extend and apply the skills they have developed within their vocational course and through the use of these materials. It is structured in a similar style to Key Skills assignments, but the content reflects learning from particular modules.

## Introducing the assignment

Teachers should go through the assignment with learners to check that they understand the tasks and have strategies for tackling each one. Learners can be asked to produce an action plan or checklist, to ensure that they are clear about the demands of each task within the assignment. Learners should be made aware of the signposting to the relevant modules within the Embedded Learning materials if they need to look back and check some skills.

## Assessing learners

Learners are expected to complete tasks independently with the minimum of teacher input. The marking scheme identifies the units and elements of the National Occupational Standards, Key Skills and the Adult Core Curricula for Literacy and Numeracy.

Learners' performance can be assessed on all three aspects of the task or one specific area. Coverage of the National Occupational Standards includes some performance criteria and/or underpinning knowledge from the NVQ. Additional questioning or observation of tasks may provide sufficient evidence for learner portfolios.

# Integrated assignment

## Risk assessment

Health and safety is very important in the workplace. Your employer is responsible for providing a safe working environment. You are also responsible for your *own* health and safety and the health and safety of *others*. This includes your workmates, customers and visitors.

In this assignment you can show your knowledge of health and safety issues within your own work area. You will need to complete Parts A–D.

- A** Complete a risk assessment for a job at work.
- B** Research two hazards and safe methods of work.
- C** Describe an accident using an accident report form.
- D** Make a list of people who would be involved in investigating an accident.

### PART A

- 1 Think about a job or task that you may be asked to do at work. Write a brief description.
- 2 Use the risk assessment table on the next page to list any risks or hazards related to this task. These may be risks that apply to your work role in general or risks that are related just to this task.

Think about:

- the people involved
  - the materials or equipment being used
  - the work area.
- 3 Complete the Risk assessment table on the next page to show what action you think should be taken to ensure safe working, and identify who is responsible for this action.

If you have any problems with this task you can look at the following in the embedded paper-based materials:

- 'Dealing with problems' in Module 1: Goods inward and storage
- health and safety information in Module 3: Working effectively.

## Risk assessment table

Description of task:		
Hazard or risk	Methods or actions to ensure safe working	Person responsible

### PART B

Find out as much as you can about two of the hazards you have identified and the methods you can use to protect people.

Make sure you have included the following:

- what the hazard is
- how it affects people in your workplace
- methods you can take to avoid accidents
- actions to take if an accident happens.

Present your findings using graphics.

#### Sources of information and evidence you can use

- Workplace policies and procedures
- Leaflets or booklets from the Health and Safety Executive (HSE)
- The Internet, e.g. [www.hse.org.uk](http://www.hse.org.uk)
- Photographs with explanations
- Drawings or plans of the work area
- Examples of safety signs and symbols that relate to this work area
- A colleague or supervisor

Photocopy and highlight anything that relates to the hazards you have identified.

If you have any problems with this task you can look at the following in the embedded paper-based materials:

- 'Dealing with problems' in Module 1: Goods inward and storage
- health and safety information in Module 3: Working effectively.

#### Note

You may want to add more information to the Risk assessment table in Part A once you have completed your research.

**PART C**

Think again about the safe working methods for this job. What might happen if these are not used? Discuss this with your teacher or with a partner.

Think about a possible accident that may occur. Use this information to complete an accident report form (use the Accident report form from the Source material or download a form from the RIDDOR website [www.riddor.gov.uk](http://www.riddor.gov.uk)).

*Before you start to complete the Accident report form, you may find it useful to make notes using the headings from the form.*

If you have any problems with this task you can look at the embedded paper-based materials 'Reporting accidents' in Module 3: Working effectively.

**PART D**

Make a list of all the people who would be involved in reporting and investigating an accident in your workplace.

Make sure you find out what each person is responsible for.

Explain this to a colleague or your teacher.

If you have any problems with this task, talk to your health and safety representative.

**Mapping information**

Adult Core Curriculum	Key Skills	National Occupational Standards/NVQ
SLc/L1.2, SLd/L1.1 SLc/L2.4 Rt/L2.2 Wt/L1.2, Wt/L1.5 Wt/L2.2, Wt/L2.3, Wt/L2.4 Wt/L2.6 HD1/E3.4	C1.3 C2.1, C2.2, C2.3	E6 Contribute to maintaining a safe and healthy workplace

<p><b>Warehousing Integrated assignment: Risk assessment</b>                      This assignment relates to Unit E6 of the Occupational Standards and practises the skills developed in Module 1: Goods inward and storage and 'Dealing with problems' in Module 3: Working effectively in the Embedded Learning materials.</p>						
<p>Part A: Complete a risk assessment for a job at work.</p>						
NOS/NVQ refs	Performance criteria	Achieved	Achieved with support	Core curriculum refs	Core curriculum elements	Achieved with support
E6.1 P1 & P3	<ul style="list-style-type: none"> <li>Make enough accurate and regular checks to identify <b>risks</b> to health and safety.</li> <li>Take adequate and accepted <b>precautions</b> to deal with risks where it is within your authority to do so.</li> </ul>	Achieved		Wt/L1.2 HD1/E3.4	<ul style="list-style-type: none"> <li>Judge how much to write and the level of detail to include.</li> <li>Organise and represent information in different ways so that it makes sense to others.</li> </ul>	Achieved
<p>And shown knowledge and understanding of the following: E6.1, 4 and 5</p>						
<p>Part B: Research two hazards and safe methods of work.</p>						
NOS/NVQ refs	Performance criteria	Achieved	Achieved with support	Core curriculum refs	Core curriculum elements	Achieved with support
E6.1 P2 & P3	<ul style="list-style-type: none"> <li>Take prompt and necessary action if you identify any <b>risks</b> to health and safety.</li> <li>Take adequate and accepted <b>precautions</b> to deal with risks where it is within your authority to do so.</li> </ul>	Achieved		Rt/L2.2 Slc/L1.2 Wt/L2.4 Wt/L2.6	<ul style="list-style-type: none"> <li>Read and understand a range of information from different sources.</li> <li>Make requests and ask questions to obtain information in familiar and unfamiliar contexts.</li> <li>Use format and structure to organise writing for different purposes.</li> <li>Use different styles of writing for different purposes.</li> </ul>	Achieved
<p>And shown knowledge and understanding of the following: E6.1 P4, P5 &amp; P6</p>						

Part C: Describe an accident using an accident report form.						
NOS/NVQ refs	Performance criteria	Achieved	Achieved with support	Core curriculum refs	Core curriculum elements	Achieved with support
E6.2 P7 & P8	<ul style="list-style-type: none"> <li>Provide prompt and accurate reports of any incidents that happen.</li> <li>Follow procedures for dealing with incidents as specified by your organisation or as required by law.</li> </ul>	Achieved	Achieved with support	Wt/L2.2  Wt/L2.3  Wt/L2.4  SLd/L1.1	Core curriculum elements <ul style="list-style-type: none"> <li>Judge how much to write and the level of detail to include.</li> <li>Present information and ideas in a logical sequence.</li> <li>Use format and structure to organise writing for different purposes.</li> <li>Follow and contribute to discussions on a range of straightforward topics.</li> </ul>	Achieved
Part D: Make a list of people who would be involved in investigating an accident.						
NOS/NVQ refs	Performance criteria	Achieved	Achieved with support	Core curriculum refs	Core curriculum elements	Achieved with support
E6.2 P8	<ul style="list-style-type: none"> <li>Follow procedures for dealing with incidents as specified by your organisation or as required by law.</li> </ul>	Achieved	Achieved with support	Wt/L1.5  SLc/L2.4	Core curriculum elements <ul style="list-style-type: none"> <li>Use format and structure for different purposes.</li> <li>Present information and ideas in a logical sequence and provide further detail and development to clarify or confirm understanding.</li> </ul>	Achieved with support
<p><b>Key Skills:</b> Successful completion of this assignment will cover the following Key Skills:                      Parts A and Part C – Level 1 C1.3 Write two different types of documents ...                      Parts B and Part D – Level 2 C2.2 Read and summarise ...; C2.3 Write two different types of documents ...; C2.1b Give a short talk.</p>						



# Source material

## Contents

Pre-shift checklist (1:11–1:12)	01
Forklift truck stability (1:13–1:14)	02
Manual handling policy (1:21–1:22)	03
Mobile phone policy (1:21–1:22)	04
Policy on smoking (1:21–1:22)	05
Picking lists A–C (2:1–2:2)	06–08
Arm-mounted terminal (2:3–2:4)	09
AMT operation procedure – starting an assignment (2:5–2:8)	10
AMT operation procedure – completing an assignment (2:5–2:8)	11
Date coding (2:9–2:10)	12
Fire extinguisher information (3:5–3:6)	13
Fire action notice (3:5–3:6)	14
Accident report form (3:7–3:8)	15
General terms and conditions of employment (3:9–3:10)	16
Organisation chart (3:9–3:10)	17
Job description (3:9–3:10)	18
Self-assessment questionnaire (3:13–3:14)	19
Sick pay scheme from a staff handbook (3:17–3:18)	20
Health and Safety Law poster (3:19–3:20)	21

# Pre-shift checklist

Pre-shift checklist							
Vehicle No: 34				Week no: 15			
Item to be checked	Sat	Sun	Mon	Tues	Wed	Thur	Fri
1. Clock hours							
2. Mast and chains, links, anchoring points							
3. Forks							
4. Wheels and wheel nuts							
5. Back rest for cracks etc							
6. Orange flashing light							
7. Brakes and handbrake – check for efficient operation, excessive slackness							
8. Hydraulics – control levers, hydraulic fluid leaks							
9. Lift operations – raise, lower and tilt							
10. Foot controls – accelerator, clutch and brake							
11. Check all instruments – indicators, brake lights, horn, headlights, reversing alarm							
12. Monitor – OK is displayed							
Initials							
<p>✓ = satisfactory    ✗ = fault (please specify below)</p> <p><b>Do not drive a vehicle if you have any concerns about its safety.</b></p>							

# Forklift truck stability

## Causes of lateral instability – side to side

- Turning too fast
- Turning too sharply
- Travelling across a slope
- Soft or uneven tyre pressures
- Pot holes or rough ground
- Carrying a wide load
- Travelling with the mast/boom raised
- Load off centre/swinging load

## Causes of longitudinal instability – end to end

- Too much weight
- Load too far forward
  - extended load centre
  - boom extended too far
  - tilting mast forward at height
- Sudden stop
- Travelling on slopes downhill with load
- Jerky use of hydraulics or transmission

Often a combination of these, even slight problems, can cause ...

**... one BIG one!**

# Manual handling policy

## Hold and Deliver TOWNSFORD

### MANUAL HANDLING POLICY

When moving stock around the Distribution Centre you need to be mindful of the safety of yourself and others, and avoid damaging stock. Please consider the following points carefully:

- Avoid overloading – it can lead to back strain or might cause the load to tip, causing injury and damage.
- Pull roll cages and pallet trucks – by looking over your shoulder you can see where you are going and you are less likely to bump into people or objects.
- Grasp roll cages upright on the inside, thumbs down – this should prevent your fingers becoming trapped against cases stacked on the cage.
- Stack heavy items on the bottom, lighter ones on the top – common sense, but it is surprising how often the rule isn't followed.
- Never 'hitch a ride' on a trolley or cage – that is an accident waiting to happen.
- Always seek help to move cages that are too heavy to handle safely on your own, and/or when you are moving cages on sloping or uneven surfaces.
- Avoid blocking exits, aisles or doorways, and do not use trolleys or cages as door props – the risks of these actions are self-evident.

# Mobile phone policy

## Hold and Deliver TOWNSFORD

### MOBILE PHONE POLICY

The purpose of this policy is to clarify the use of mobile phones (both personal and company) at the Townsford Distribution Centre (DC), specifically when and where mobile phones may be used at the DC.

Mobile phones can be:

- a distraction to your work
- a potential risk to health and safety
- a security risk.

This policy relates to all Townsford DC employees and all visitors to the DC, including contractors and agency workers. Failure to comply with any part of this policy may result in disciplinary action being taken.

#### Personal mobile phones

Personal mobile phones may only be used:

- outside of designated shift times
- during break times
- in non-operational areas, including any designated smoking areas. (Operational areas include the warehouse floor, operational offices and yard areas.)

All operational-based employees who bring a personal mobile phone must leave it in their locker during work time.

Non-operational employees must switch their personal mobile phones off when they are in an operational area.

*All employees are reminded that it is an offence to use a mobile phone whilst driving.*

#### Company mobile phones

It is recognised that holders of company mobile phones are not likely to be directly involved in operational activities and therefore company mobile phones may be used in any area of the Townsford DC. However, due care must be taken when using a company mobile phone – specifically, they must not be used while operating any mechanical equipment.

#### Emergency phone calls

In an emergency situation, personal phone calls, on land lines only, may be made and/or received. Under these circumstances, the employees should advise their Line Manager, who will make any necessary arrangements.

# Policy on smoking

## Hold and Deliver TOWNSFORD

### POLICY ON SMOKING AT THE DC

#### Purpose

The purpose of this policy is to clarify the areas where employees, visitors, agency workers and contractors may smoke at the Townsford Distribution Centre (DC).

#### Scope

This policy relates to all Townsford DC employees and all visitors to the DC, including contractors and agency workers. Failure to comply with any part of this policy may result in disciplinary action being taken against Townsford employees. Visitors and/or contractors may be asked to leave the DC.

#### Areas where you may smoke

Smoking at Townsford DC is only allowed in the designated smoking areas, i.e.:

- the smoking area within the DC Restaurant
- drivers' smoking rest room found within the Transport area of Goods Out
- the smoking area outside of the Vehicle Maintenance Unit
- drivers may smoke within the confines of their vehicle cab
- the external smoking area located next to the Security Gatehouse.

#### Areas where you may not smoke

Anywhere within the perimeter fence, both inside and outside of the building, other than the above areas, are **strictly no smoking** areas.

# Picking list A

Depot DP Lawley High Level Picks										
Store 129		Bursley			Number 290163/003				Wk/Day 21/TU	
Vis	Location	CD	Product	Pick units	QTY	CAGE	QTY	CAGE	QTY	CAGE
01	509 A	09	551 198	10	_____	_____	_____	_____	_____	_____
02	509 A	12	761 209	3	_____	_____	_____	_____	_____	_____
03	509 A	15	183 483	1	_____	_____	_____	_____	_____	_____
04	509 B	22	740 219	1	_____	_____	_____	_____	_____	_____
05	509 B	25	430 582	2	_____	_____	_____	_____	_____	_____
06	509 A	28	537 434	1	_____	_____	_____	_____	_____	_____
07	509 B	31	551 167	20	_____	_____	_____	_____	_____	_____
08	509 A	54	412 298	2	_____	_____	_____	_____	_____	_____
PICKED BY _____					QTY 40		PACKED _____			

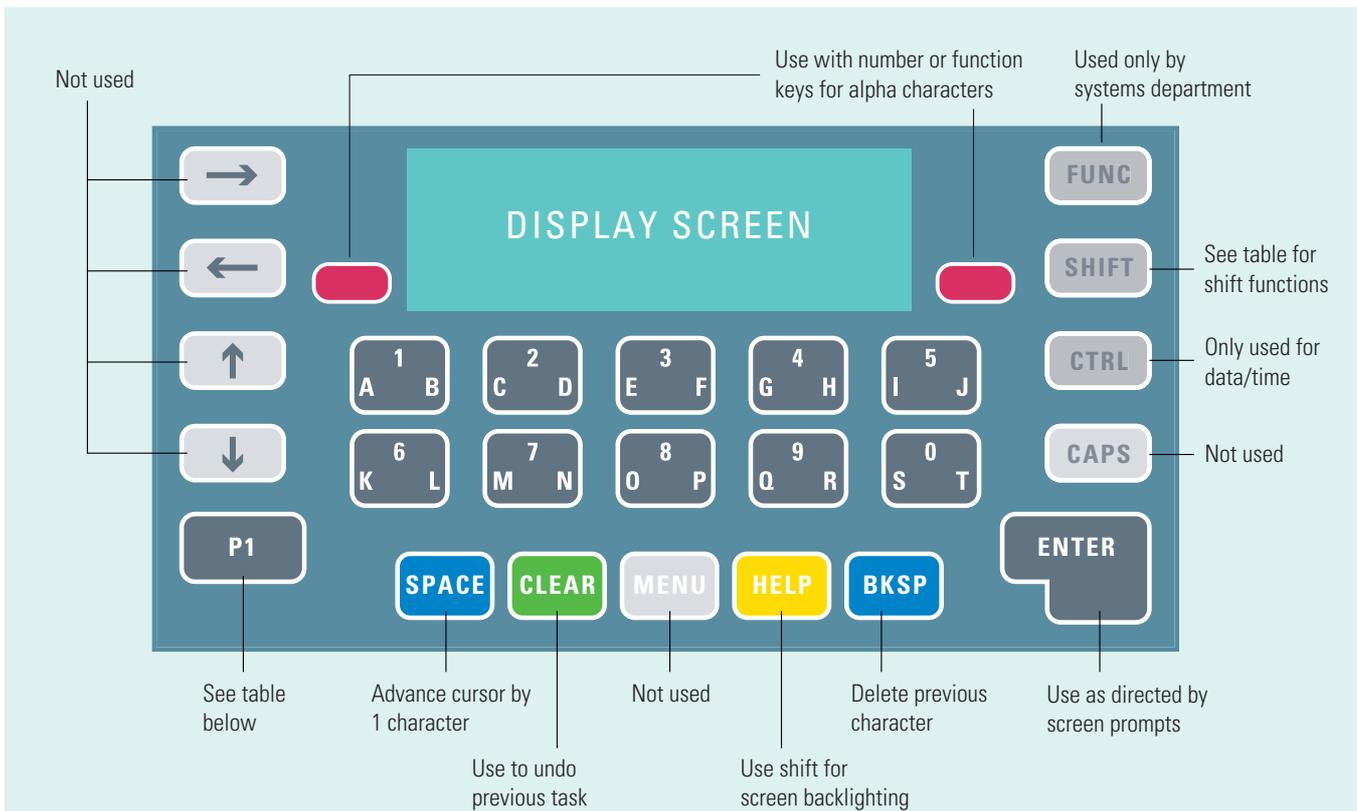
# Picking list B

Depot DP Lawley High Level Picks													
Store 129				Bursley				Number 290163/003		Wk/Day		21/TU	
Vis	Location	CD	Product	Pick units	QTY	CAGE	QTY	CAGE	QTY	CAGE			
01	509 A 09	<u>31</u>	551 198	10	<u>10</u>	<u>872572</u>		<u>029813</u>					
02	509 A 12	<u>15</u>	761 209	3	<u>3</u>								
03	509 A 15	<u>73</u>	183 483	1	<u>1</u>								
04	509 B 22	<u>12</u>	740 219	1	<u>1</u>								
05	509 B 25	<u>09</u>	430 582	2	<u>2</u>								
06	509 A 28	<u>35</u>	537 434	1	<u>1</u>								
07	509 B 31	<u>89</u>	551 167	20			<u>20</u>						
08	509 A 54	<u>21</u>	412 298	2			<u>2</u>						
PICKED BY <u>593072</u>					QTY	40	PACKED		<u>40</u>				

# Picking list C

Depot DP Lawley High Level Picks											
Store 129		Bursley			Number 290163/003				Wk/Day		21/TU
Vis	Location	CD	Product	Pick units	QTY	CAGE	QTY	CAGE	QTY	CAGE	
01	621 A	01	_____ 451 198	6	_____	<u>201935</u>	_____	_____	_____	_____	
02	621 D	03	_____ 761 239	15	_____	_____	_____	_____	_____	_____	
03	621 A	05	_____ 833 438	31	_____	_____	_____	_____	_____	_____	
04	621 B	07	_____ 767 219	12	_____	_____	_____	_____	_____	_____	
05	621 B	09	_____ 430 520	1	_____	_____	_____	_____	_____	_____	
06	621 E	11	_____ 402 400	8	_____	_____	_____	_____	_____	_____	
07	621 C	13	_____ 671 143	9	_____	_____	_____	_____	_____	_____	
08	621 E	15	_____ 326 859	6	_____	_____	_____	_____	_____	_____	
PICKED BY <u>593072</u>					QTY	88	PACKED _____				

# Arm-mounted terminal



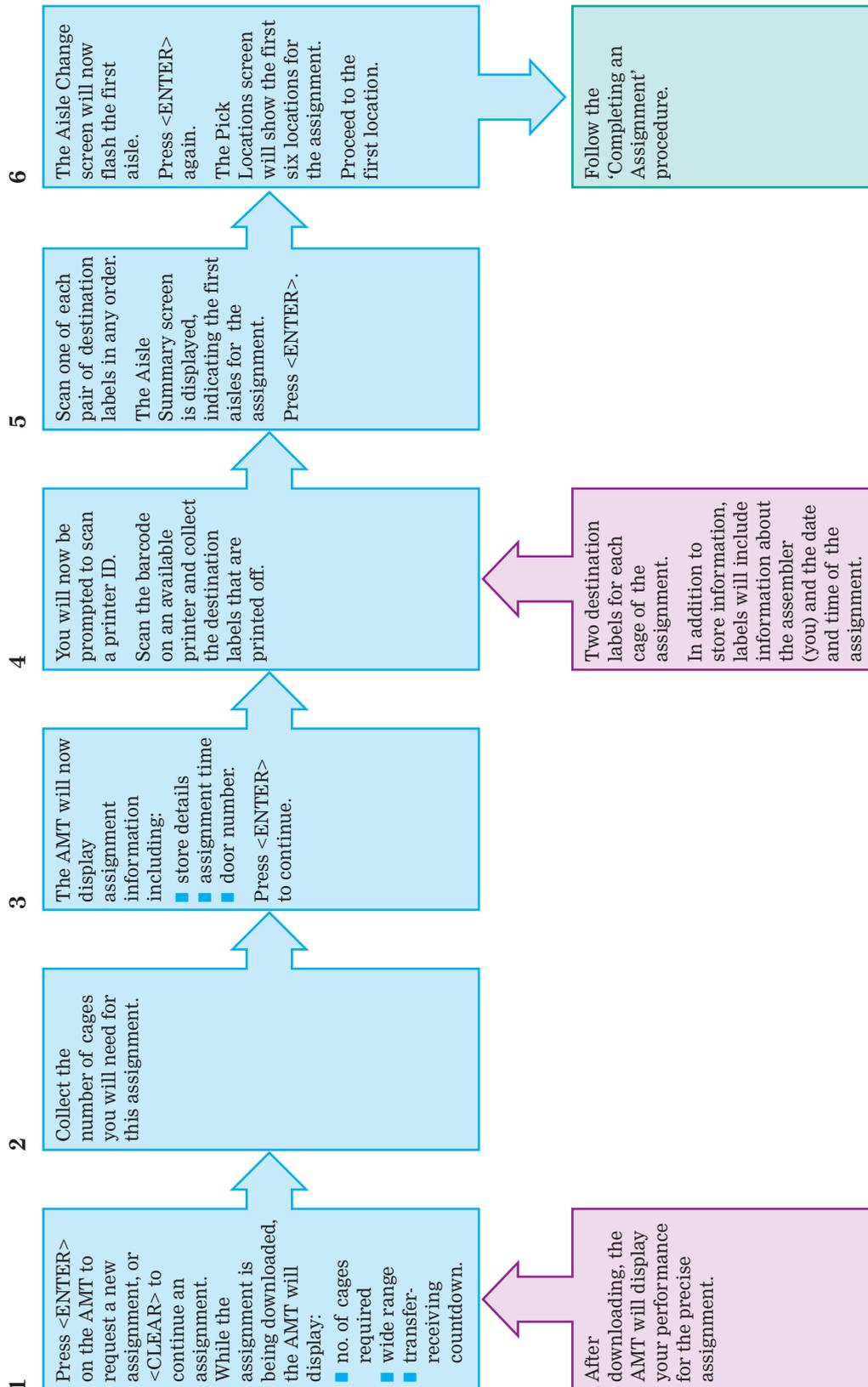
Key	Function
SHIFT 2	Picking quantity screen
SHIFT 3	Assignment summary screen
SHIFT 4	Skip remainder of aisle (obstruction etc.)
SHIFT 5	Summary of aisles
SHIFT 6	Re-print destination labels
SHIFT 7	New pallet truck
SHIFT 8	Product detail
SHIFT 9	Product enquiry
P1	To short pick a slot that is completely empty
CLEAR	To short select quantity
CTRL T	Date/time

**Caution!**  
 Laser beams can seriously damage the eyesight.  
 When scanning, never look into the laser beam or point the beam at anyone.

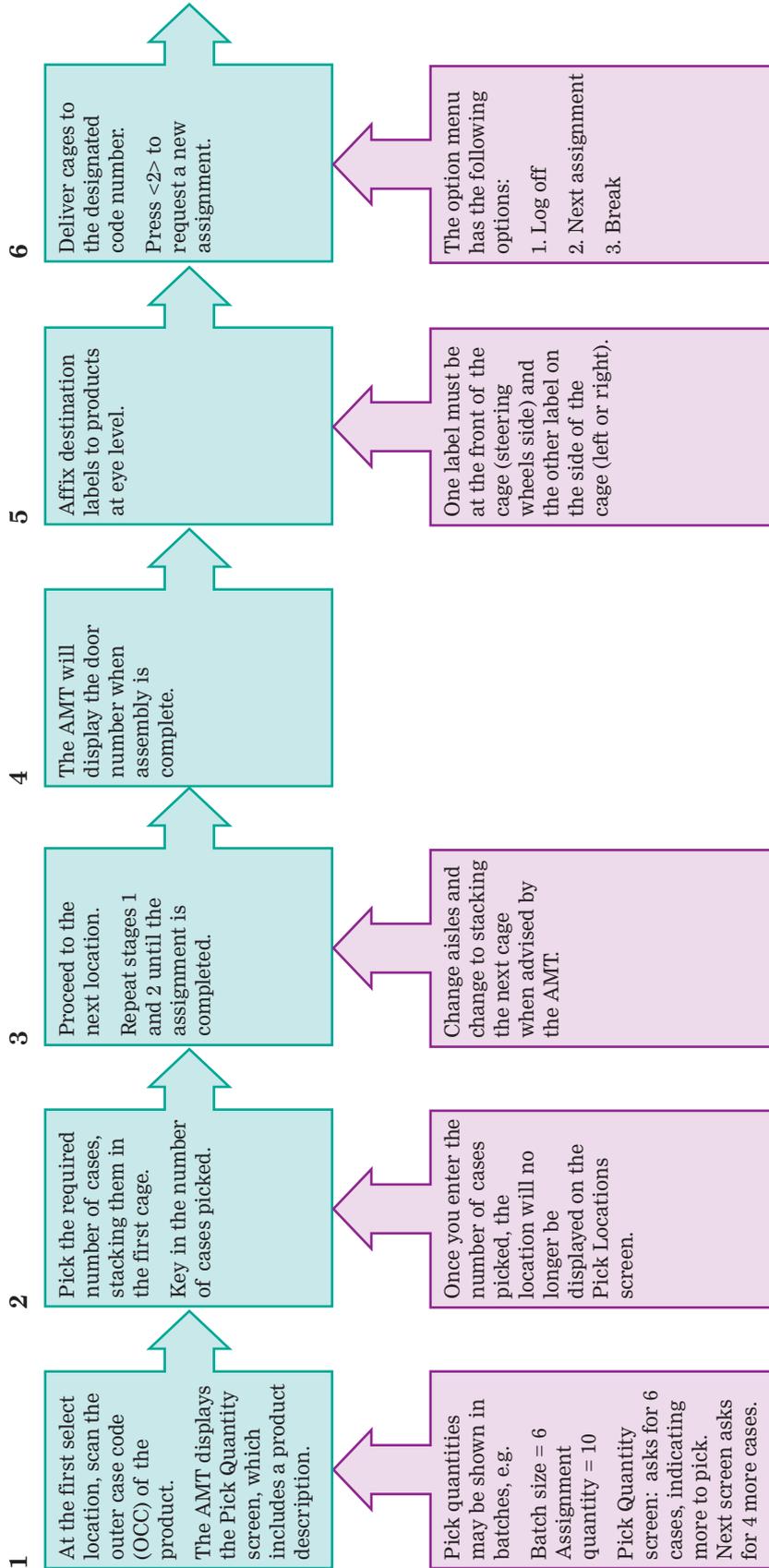
## Equipment care and maintenance

- Check the condition and operation of your AMT and scanner at the start of your shift.
- Return damaged or malfunctioning equipment to the issue point.
- Change the AMT battery at the start of your shift, and immediately preceding or following your lunch break.
- Secure the AMT and scanner when not in use.
- Gauntlets and gloves are issued on the same basis as safety footwear. It is essential that they are always available and in a serviceable condition.

# AMT operation procedure – starting an assignment



# AMT operation procedure – completing an assignment



# Date coding

**USE BY** dates are found on highly perishable foods that could present a health hazard if eaten after that date. **It is a criminal offence** to sell, or display for sale, food after its USE BY date has expired. It is also an offence to alter, obscure or remove the date. USE BY labels come in two different forms:

- USE BY followed by a date **e.g. USE BY 20 OCT**

**This is a legal requirement.** This item must be sold or removed from customer display by close of trade on 20th October.

- USE BY followed by a number and then a date e.g. **USE BY (3) 20 OCT**

**This is a legal requirement.** This item must be sold or removed from customer display by close of trade on 17th October. This is calculated by subtracting the number shown in brackets from the date.

$$20 \text{ OCT} - 3 \text{ days} = 17 \text{ OCT}$$

This item can be sold to Staff/Staff Restaurant up until close of trade on 20th October.

Note: we can be prosecuted if either of these items is offered for sale to customers or staff/staff restaurant after 20th October.

**BEST BEFORE, DISPLAY UNTIL** or **SELL BY** dates are marked on almost all other packaged foods. They have slightly different meanings.

- BEST BEFORE followed by a date **e.g. BEST BEFORE 20/10/05**

This item must be sold or removed from customer display by close of trade on 13th October 2005 (1 week before the date shown).

- BEST BEFORE followed by a number and then a date **e.g. BEST BEFORE (4) 20 OCT**

This item must be sold or removed from customer display by end of trade on 16th October (4 days before 20th October).

- BEST BEFORE END **e.g. BEST BEFORE END OCTOBER 2005**

This item must be sold or removed from customer display by close of trade on 30th September (1 month before the date shown).

- DISPLAY UNTIL or SELL BY **e.g. DISPLAY UNTIL 20 OCT** or **SELL BY 20 OCT**

This item must be sold or removed from customer display by close of trade on 20th October.

Each of these items can be sold to Staff/Staff Restaurant after this date but freshness and quality need to be checked to ensure that the item is still fit for sale.

Note: it is not an offence to sell food after the BEST BEFORE, DISPLAY UNTIL or SELL BY date has expired. However, these dates enable us to ensure that food is of good quality. It is an offence to sell food which is not of the quality that the buyer would expect.

# Fire extinguisher labels

## CO<sub>2</sub>

Fire extinguisher

**FOR USE ON CLASS**

Flammable liquids

Live electrical equipment

Do not use in a confined space

## FOAM

Fire extinguisher

**FOR USE ON CLASS**

Wood, Paper, Textiles, etc.

Flammable liquids

Do not use on

Live electrical equipment

**THIS EXTINGUISHER CONTAINS**

# WATER

Safe for use on Wood, Paper, Textiles, etc.

Do not use on live electrical equipment

Do not use on flammable liquid fires

Do not use on flammable metal fires

# Fire action notice

## Fire action

### ON DISCOVERING A FIRE:

1. Sound the alarm
2. Dial 999 to call the fire brigade
3. Tackle the fire with the appliances provided it is safe to do so

### ON HEARING THE ALARM:

1. Leave the building by the nearest exit
2. Close all the doors behind you
3. Report to the assembly point in the car park



Do not take risks  
Do not stop to collect belongings  
Do not return to the building until authorised to do so  
Do not use the lifts

# Accident report form

## ACCIDENT REPORT

### 1. About the person who had the accident

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Occupation \_\_\_\_\_

### 2. About the person filling in this record

Fill this in only if you are **not** the person who had the accident.

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Occupation \_\_\_\_\_

### 3. About the accident

Say when it happened.

Date \_\_\_\_\_ Time \_\_\_\_\_

Say where it happened. \_\_\_\_\_

Describe how it happened and any injury caused.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### Sign and date the record

Signature \_\_\_\_\_

Date \_\_\_\_\_

### 4. For the employer only

Complete this box if the accident is reportable under RIDDOR.

How was it reported? \_\_\_\_\_

Date reported \_\_\_\_\_

Signature \_\_\_\_\_

# General terms and conditions of employment



## Marriton Company

### General terms and condition of employment

#### 1.1 Hours of work

Forty hours will be classed as a normal working week for full-time employees and will normally include a Saturday and a Sunday. This does not apply to Driving and Shunting employees, however, whose working week constitutes 45 hours. Overtime hours will be paid over 40 hours for full-time employees and over 45 hours for Driving and Shunting employees. It cannot be assumed that working days will be consecutive.

A paid break of 45 minutes and an unpaid break of 10 minutes will be given, the timing of which will be at the discretion of the management.

#### 1.2 Shift changes

Individuals may on occasion be required to change their shift patterns. Should such a change be necessary, at least one week's notice of this change will be given.

However, should an employee wish to make this change permanent, then the request should be put in writing to their immediate manager.

#### 1.3 Premiums for unsociable hours of work

The hours regarded as unsociable will be those that fall within the period 18:00 and 08:00 hours during the normal working week. Should overtime hours fall within this period, these will also qualify as unsociable hours worked. Additionally, an Unsociable Premium will be paid for hours worked between 14:00 hours on Saturday and 22:00 hours on Sunday.

#### 1.4 Transferability

The management will make every effort to ensure that staffing levels are balanced to meet expected workloads. However, on occasions employees may be required to perform any task within their capability and expertise, assuming they are competent and qualified to do so.

Should it be necessary to transfer an employee to a position classified at a higher level, pay will be commensurate with the said task. This will only apply should the transfer exceed half a shift.

However, should an employee be reassigned to a post of lower classification at the request of the management, they will be paid at the rate applicable to their normal working shift. This can only be for a period not exceeding four weeks.

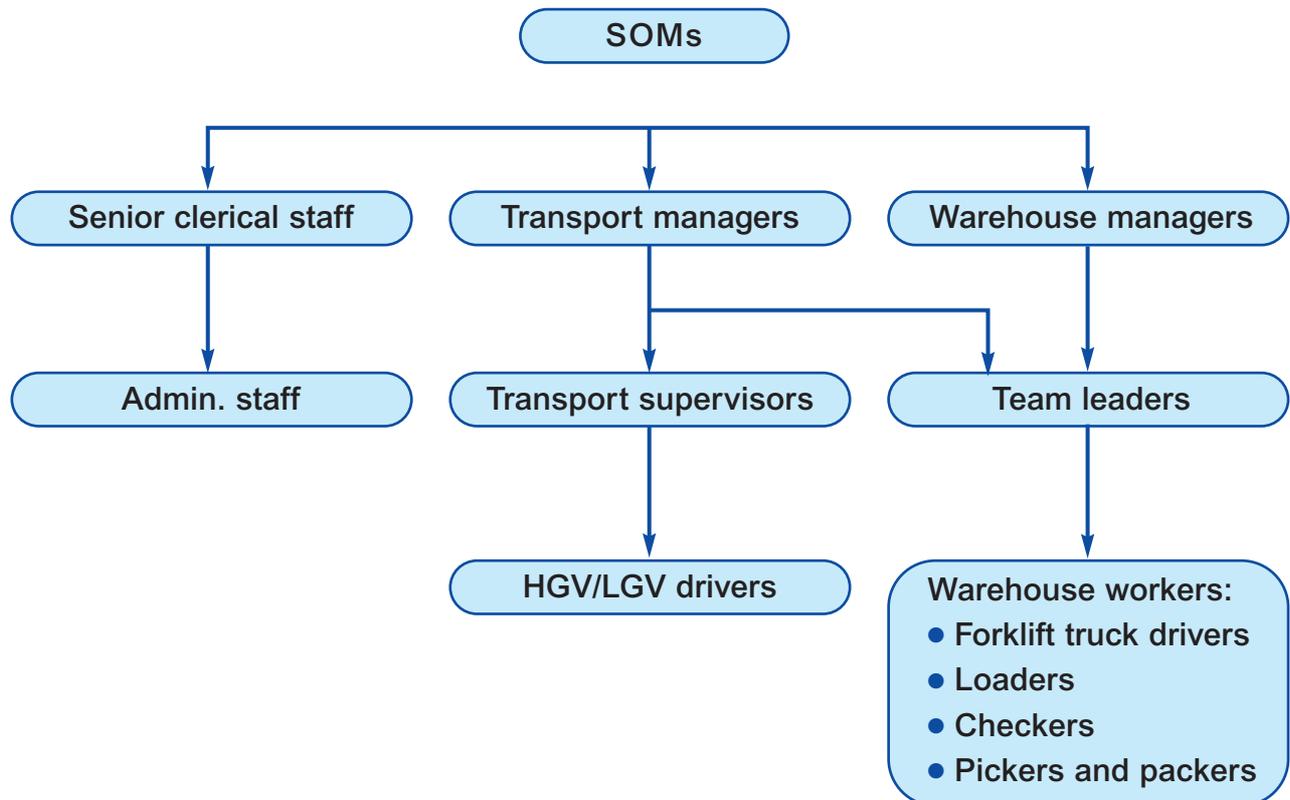
#### 1.5 Probationary period

A probationary period of 12 weeks will normally be applicable to new employees. However, at the discretion of the Company this period may be extended for a further 3 weeks. Regular review meetings will take place during this period, where the individual's progress can be discussed. Subsequent to successful completion of this probationary period, the employee will be offered either a permanent position or a fixed-term temporary contract.

# Organisation chart



## Marriton Company



# Job description



## Marriton Company

### General Warehouse Worker

A warehouse worker's job is to handle goods passing through the warehouse. This involves dealing with goods inwards and outwards and storage of goods.

### Responsibilities

The main responsibilities are:

- Handling goods passing through the warehouse using FLT's
- Checking authenticity, quantity and quality of goods as they arrive
- Signing delivery notes
- Storing goods in the correct areas
- Carrying goods manually where required
- Using lifting and carrying equipment such as trolleys, cages and lift trucks
- Keeping records of stock

### General information

Normal working week – 40 hours per week

Salary – £9000 pa

The post involves the applicant in heavy lifting, bending, stretching and carrying. This requires the applicant to be physically fit.

### Skills required

- Able to show initiative
- Able to work as part of a team
- Able to work quickly, efficiently and on occasions independently

### Qualifications

Applicants should be literate and numerate to a reasonable level but formal qualifications such as GCSEs are not required. Training will be given on the job.

### Responsible to:

*(See organisation chart)*

# Self-assessment questionnaire

## Store and Deliver

Your annual appraisal is an opportunity to evaluate your own practice, to recognise existing skills and to monitor progress. It is also an opportunity to highlight concerns and discuss training needs.

In order to prepare for your annual appraisal, you are advised to think about aspects of your performance and to note down any points that you wish to discuss.

### SELF-ASSESSMENT QUESTIONNAIRE

Read the following statements. Tick the areas where you think you have particular strengths. Comment on any areas where you feel that you need to develop your skills.

Team work		
✓		Comments
	I strive to do my job well and avoid letting others down.	
	I understand and commit to team goals.	
	I keep my own targets and deadlines in mind while working.	
	I assist others in their tasks when necessary, supporting them when they experience difficulties.	
	I keep others informed about my own work and other matters that might affect them.	
	I listen and make efforts to understand other team members' points of view.	
	I participate in wider team activities when required.	
	I maintain an interest in colleagues and their work.	
	I am aware of people policies (e.g. equal opportunities) promoting fair and reasonable treatment of employees and reflect this in my own interactions with others.	
Training and development		
	I seek feedback from others re. my own learning and development.	
	I look for development opportunities in my own work.	
	I have undertaken additional training in the last 6 months. Please specify:	
	I approach learning experiences positively (e.g. training, coaching, open learning).	
	I would like further training and development. Please specify:	

# Sick pay scheme from a staff handbook

## Pay during illness

### **Store and Deliver Sick Pay Scheme**

**Store and Deliver's** Sick Pay Scheme applies to all permanent employees.

The sick pay year commences on 1st April. Payment during absence due to illness is made subject to the limits of the following scale during the sick pay year. In applying the scale, absence during the year is aggregated.

*Period of continuous employment as at the start of the Sick Pay Year (i.e. 1st April) or on completion of 6 months' service for those with less than 1 year's service.*

	<i>Period of full pay</i>
Less than 6 months	Nil
6 months but less than 1 year	4 weeks
1 year but less than 2 years	6 weeks
2 years but less than 3 years	10 weeks
3 years but less than 4 years	14 weeks
4 years but less than 5 years	17 weeks
5 years but less than 10 years	20 weeks
Over 10 years	26 weeks

If the rules regarding notification of sickness have been observed, payment during certified absence because of genuine illness or injury will normally be made, subject to the following limitations. Payment, however, is at the discretion of the Company.

**Store and Deliver** reserves the right, when considered appropriate, not to make payment when:

- Absence results from an accident/injury which occurs outside the course of employment. If the payment is made and you are subsequently able to claim the costs from the responsible party or an insurance policy, then these are to be repaid to the Company.
- You fail to follow the absence reporting procedure.
- There is reason to doubt the validity of your absence.
- The illness or injury was self-inflicted.

Absence which commences in one sick pay year and continues into the next is deemed to be absence during the first year for the purpose of calculating sick pay entitlement, and payment will continue until entitlement is exhausted. Any further entitlement to payment during illness in the second year is dependent upon you returning to work in the second sick pay year for a minimum of four consecutive working weeks.

# Health and Safety Law poster



## HEALTH AND SAFETY LAW



### What you should know

Your health, safety and welfare are protected by law. Your employer has a duty to protect and keep you informed about health and safety. You have a responsibility to look after others. If there is a problem, discuss it with your employer or safety representative, if there is one. Below is a brief guide to health and safety law. It does not describe the law in detail, but it does list the key points.

**Your employer has a duty under the law to ensure, so far as is reasonably practicable, your health, safety and welfare at work.**

**Your employer must consult you or your safety representative on matters relating to your health and safety at work (see box below).**

**In general, your employer's duties include:**

- making your workplace safe and without risks to health;
- ensuring plant and machinery are safe and that safe systems of work are set and followed;
- ensuring articles and substances are moved, stored and used safely;
- providing adequate welfare facilities;
- giving you the information, instruction, training and supervision necessary for your health and safety.

**In particular, your employer must:**

- assess the risks to your health and safety;
- make arrangements for implementing the health and safety measures identified as being necessary by the assessment;
- if there are five or more employees, record the significant findings of the risk assessment and the arrangements for health and safety measures;
- if there are five or more employees, draw up a health and safety policy statement, including the health and safety organisation and arrangements in force, and bring it to your attention;
- appoint someone competent to assist with health and safety responsibilities, and consult you or your safety representative about this appointment;

**Management of health and safety**

Appointed person(s)	Health and safety responsibilities

**As an employee you have legal duties too. They include:**

- taking reasonable care for your own health and safety and that of others who may be affected by what you do or do not do;
- co-operating with your employer on health and safety;
- correctly using work items provided by your employer, including personal protective equipment, in accordance with training or instructions; and
- not interfering with or misusing anything provided for your health, safety or welfare.

If you think there is a health and safety problem in your workplace you should first discuss it with your employer, supervisor or manager. You may also wish to discuss it with your safety representative, if there is one. You, your employer or your safety representative can get information on health and safety in confidence by calling HSE's Infoline telephone service on 08701 343500.

If you think your employer is exposing you to risks or is not carrying out legal duties, and you have pointed this out without getting a satisfactory answer, you can contact the enforcing authority for health and safety in your workplace (see below). Health and safety inspectors can give advice on how to comply with the law. They also have powers to enforce it. HSE's Employment Medical Advisory Service can give advice on health at work. You can contact them at the addresses below.

*Name and address of enforcing authority whose health and safety inspectors cover this workplace (eg HSE or your local authority's Environmental Health Department):*

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_

*Employment Medical Advisory Service*

Address: \_\_\_\_\_

You can get advice on general fire precautions etc from the Fire Brigade or your fire officer.

**Health and safety consultation and representation arrangements at this workplace**

Your employer must consult you or your representative on matters to do with your health and safety, including:

- any change which may substantially affect your health and safety at work, eg in procedures, equipment or ways of working;
- the employer's arrangements for getting competent people to help him/her satisfy health and safety laws;
- the information you have to be given on the likely risks and dangers arising from your work, measures to reduce or get rid of these risks and what you should do if you have to deal with a risk or danger;
- the planning of health and safety; and
- the health and safety consequences of introducing new technology.

*Names and locations of trade union or other safety representatives, and the groups they represent:*

Name: \_\_\_\_\_  
 Location: \_\_\_\_\_  
  
 Group: \_\_\_\_\_

Name: \_\_\_\_\_  
 Location: \_\_\_\_\_  
  
 Group: \_\_\_\_\_

Name: \_\_\_\_\_  
 Location: \_\_\_\_\_  
  
 Group: \_\_\_\_\_

More information about health and safety law is set out in HSE publications, such as:

*Essentials of health and safety at work*  
HSE Books 1994 ISBN 0 7176 0716 X

*An introduction to health and safety: Health and safety in small businesses* Leaflet INDG259(rev1)  
HSE Books 2003 (single copy free)

HSE priced and free publications are available by mail order from HSE Books,  
PO Box 1999, Sudbury, Suffolk CO10 2WA  
Tel: 01787 881165 Fax: 01787 313995  
Website: www.hsebooks.co.uk  
(HSE priced publications are also available from bookshops and free leaflets can be downloaded from HSE's website: www.hse.gov.uk)

© Crown copyright 1999. First published 1999. Approved by the Health and Safety Executive 1 October 1999. ISBN 0 7176 2466 5. Reprinted 0603. Price £7.00 (including VAT).



9 780717 624935

# Glossary

**abbreviate** cut short or reduce

**abbreviations** shortened forms of written words; for example, on a form DOB written in place of date of birth

**acceptable** up to standard, satisfactory, good enough

**admin** administration office, where paperwork is dealt with (abbreviation)

**advance** move forward

**advisory** suggesting what to do

**affix** attach, stick, fix

**aggregated** combined, added up

**ambient** the usual or natural temperature of the surroundings

**AMT** arm-mounted terminal (abbreviation)

**applicable** appropriate and relevant

**appraisal** an assessment of the performance of an employee

**appropriate** suitable for the situation

**approximate** estimated, not precise

**assessment** evaluation of the quality of an employee

**between pack temperature** temperature between packs of produce, measured with a manual probe

**bias** favouring one side of an argument for personal reasons

**breach** breaking the rules

**cage(s)** a metal container used for picking items and moving them from place to place

**capability** ability to do or achieve something

**capacity** maximum load

**capacity plate** plate displayed on forklift trucks to describe maximum load under certain conditions

**carbon dioxide** gas used in some fire extinguishers

**character** letter or number or symbol

**clock hours** the number of hours recorded on the machine's clock, showing how many hours it has worked

**colleagues** people you work with

**combustible** burns easily

**commensurate** equal or matching

**competent** able, skilled, capable

**component** part, piece

**conditionals** instructions or directions that only need to be followed in certain circumstances

**confidential** spoken or written information that is confidential, to be kept private

**confined** small, enclosed

**consistent** reliable – doing things the same way for everyone each time

**constructive** positive, helpful

**COSHH** Control of Substances Hazardous to Health – legislation relating to substances (e.g. bleach) that can cause health problems if breathed in or touched by the skin (abbreviation)

**critical** tending to express negative or disapproving comments or judgements

**criticism** disapproval of someone or something

**cursor** line, mark or arrow on the screen that tells you where the next character will appear if typed in or where a character can be deleted

**D dollies** wheeled units

**dash** short horizontal mark used like a bullet point

**defect** fault, something wrong

**delete** cancel, erase

**depot** place for storage of large quantities of goods; warehouse

**de-rating** adjusting the load capacity depending on the size of load

**despatch** (sometimes spelt 'dispatch')

(i) (noun) area from which goods are sent out

(ii) (verb) send off

**disciplinary procedure** action that takes place when rules have not been obeyed

**discretion** judgment, opinion

**distribute** supply goods

**distribution** receiving, storing and supplying goods

**effective** helpful and successful

**efficiency** ability to do something well within an appropriate time

**efficiently** in a well organised and professional way

e.g. 'for example'; from the Latin *exempli gratia*

**emphasis** stress, importance

**employee** worker, member of staff

**employer** owner, person who employs others

**entitlement** what you have a right to receive

**etc.** 'and the rest'; from the Latin *et cetera*

**evaluate** weigh up, assess

**evaluation** assess or judge the quality of a person or object

**exceed** more than, go beyond

**expertise** knowledge or skill

**export** sell goods to other countries, send goods out of the country

**extinguish** put out

**factual** true, not made up or exaggerated

**fire extinguisher** equipment used to put out or stop a fire

**fire-retardant** treated to stop or slow down burning  
**flammable** easily burnt  
**flexible** able to adapt to different circumstances and situations  
**FLT** forklift truck (abbreviation)  
**footprint** the number of items on a single layer of a pallet  
**formal** following accepted rules in official situations  
**freight** transport of goods in bulk, especially by truck, train or ship  
**function** the purpose of a key on a computer; a computer action that matches one action from the user  
**gauge** an instrument for taking measurements  
**gist** the general idea of what something is about  
**handball** load or unload items by hand rather than machine  
**hazard** danger  
**hazardous** dangerous  
**hydraulic** powered by fluid  
**hydraulics** mechanisms operated by liquid under pressure  
**hyphen** punctuation mark that joins words together or separates phrases in notes  
**ID** personal identification, to prove who you are, such as a driving licence (abbreviation)  
**i.e.** 'that is'; from the Latin *id est*  
**imperatives** commands or instruction words  
**import** buy goods from other countries, bring goods into the country  
**incident** an event or happening that could have been dangerous  
**incorrectly** wrongly or badly  
**independent** on one's own  
**induction** the period of introduction to a new job  
**information** facts or knowledge  
**inhaling** breathing in  
**initiative** idea, plan  
**inspires** encourages  
**italics** letters written in sloped writing, *like this*  
**legal requirements** laws  
**limitations** restrictions  
**literate** able to read and write  
**live electrical equipment** machines and equipment that use electricity and are plugged in  
**locate** find  
**location** place, position or site  
**logical** using reason, good sense  
**logo** a design adopted by a company to advertise its products

**mandatory** compulsory, something that must be done  
**manual** (as in induction) an information pack or book  
**manual probe** a device for taking temperatures  
**manufacture** make, produce, create  
**manufacturer** maker, producer  
**mast** part of a forklift truck that the forks travel up and down on  
**maximum** most, the upper limit  
**minimum** least, smallest, lowest  
**minus temperature** a temperature below (colder than) 0°C  
**morale** confidence, self-esteem  
**motivates** makes enthusiastic  
**motivating** making others enthusiastic  
**MU** merchandising unit (abbreviation)  
**negative** off-putting and unenthusiastic  
**negative temperature** a temperature below (colder than) 0°C  
**numerate** able to work with numbers  
**operating temperature** temperature vehicle is working at; temperature inside the trailer or a compartment of a delivery vehicle  
**operational** relating to a process or operation within an organisation  
**opinion** a personal view or belief, not necessarily a fact  
**pallet** a moveable platform for stacking, storing and moving goods  
**pallet number** code number on a pallet used for identification purposes  
**party** company, individual  
**policy** a general plan of action; rules to be followed in a company  
**positive** helpful and encouraging  
**positive temperature** a temperature above (warmer than) 0°C  
**pre-operational** before operating the machine  
**pre-shift** before work begins  
**probationary period** period of time given to a new employee to see if the person is suitable for the job and if the person wants the job  
**procedure** the way in which rules or jobs should be carried out  
**product code** code specific to each particular product  
**productivity** output  
**prohibition** a type of sign that shows something that is not allowed, something you must not do

**promotes** encourages, supports or puts forward  
**prompt** words or symbols (e.g. on a screen) that tell you what to do next

**quality** in the best of condition

**quantity** number or amount

**ram** part of the hydraulic system

**raw material** a substance that is in its natural state and has not been processed

**reassigned** given a different job to do

**relevant** applying directly to the situation

**retail** sell goods to the public for their own use rather than for resale

**returns** items that have been sent back to the depot

**review** an evaluation of the performance of an employee

**RIDDOR** Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (abbreviation)

**ROPT** ride-on pallet truck (abbreviation)

**scanning** reading quickly through a piece of writing to find a particular word or phrase

**seal number** number recorded from display on the trailer when it is sealed

**shipment** delivery, load

**skim** look at a piece of text very quickly to get the general idea of what it is about without needing to read every word

**standard pallet** pallet used generally in the UK; size = 1000 mm × 12000 mm

**strategies** particular approaches or ways of doing things

**subject** main topic or purpose of a text

**subsequent** following, later, afterwards

**substances** materials or liquids

**supplementary** additional, extra

**supportive** giving support to others

**symbols** marks that have a particular meaning; for example, '&' means 'and'

**technique** method or system

**temporary** not lasting or permanent; only for a certain amount of time

**term** period of time

**tihi** describes the arrangement of cases on a pallet; 'ti' means the number of boxes or cases in a pallet layer; 'hi' means the number of layers high on a pallet – so, for example, a pallet with a tihi of 8 × 6 has 8 cases per layer and is 6 layers high

**timirandum height** commonly abbreviated to 'tihi' (see above)

**tolerant** patient and open minded

**transit** journey from one place to another

**triplex mast** mast fitted to a forklift truck to give additional lift height

**trunks** containers that have been trunked in from other distribution centres; trunks can also be known as totes, town trays

**unnecessary** not required or important

**unsupported** not proved, based on opinion without evidence

**UOD** units of delivery (abbreviation)

**ventilation** circulating air

**VOR** vehicle off road (abbreviation)

**wholesale** the selling of goods in large quantities to be sold on by others

