

HEALTH & SAFETY HANDBOOK

The basis of Irish health and safety law is the Safety Health and Welfare at Work Act 2005. The Act itself is an umbrella for various regulations which have been amended and developed over many years. These are quite extensive and not all are relevant to the work you do for PRIME PARCEL. We will ensure the most important points are covered in this Guide. The various regulations are available online via the Health and Safety Authorities' website at <https://www.hsa.ie/eng/> if you wish to view them in more detail.

The Safety Health and Welfare at Work Act sets out the general duties that PRIME PARCEL has towards workers and members of the public. It also sets out the general duties that workers have to themselves and each other.

The important points are that, as workers, you have a duty to us, to yourselves, to your fellow workers and to members of the public so as not to cause injury or harm by your errors/mistakes, negligence, omissions (failure to do something which you should have done) or any wrongdoing.

1. SAFETY STATEMENTS

Section 20 of the Safety, Health and Welfare at Work Act 2005 requires that an organisation produce a written programme to safeguard:

- the safety and health of employees while they work
- the safety and health of other people who might be at the workplace, including customers, visitors and members of the public

The Safety Statement represents a commitment to their safety and health. It should state how the employer will ensure their safety and health and state the resources necessary to maintain and review safety and health laws and standards. The Safety Statement should influence all work activities, including

- the selection of competent people, equipment and materials
- the way work is done
- how goods and services are designed and provided

It is essential to write down the Safety Statement and put in place the arrangements needed to implement and monitor it. The Safety Statement must be made available to staff, and anyone else, showing that hazards have been identified and the risks assessed and eliminated or controlled.

2. RISK ASSESSMENTS

A risk assessment is a standardised approach used to analyse and measure risk. In compliance with HSE guidelines, PRIME PARCEL commits to conducting risk assessments at least every 12 months as well as when there are any material changes in processes or OSMs, and following notification that any employee or independent contractor is an expectant mother.

PRIME PARCEL (this is the person responsible for conducting the RA and their role) must ensure that, for their area, risk assessments are followed and documented, and that the necessary control measures are implemented to reduce risks. The level of detail in the risk assessments and any subsequent action taken should be proportional to the risk.

The five steps followed in conducting a risk assessment are:

1. Identify hazards
2. Determine who may be harmed and how
3. Assess the risks and take action
4. Record the findings
5. Review the risk assessment

IDENTIFY HAZARDS

PRIME PARCEL will assess the health and safety risks faced by employees, independent contractors, and any other associated persons. The process will involve identifying any possible physical, mental, chemical, or biological hazards.

DETERMINE THE LEVEL OF RISK

PRIME PARCEL will identify the individual at risk from any of the identified hazards, taking particular note of any risks to disabled individuals, shift workers, expectant mothers, and breastfeeding women.

PUT IN CONTROLS AND INFORM

PRIME PARCEL will assess the level of risk posed by the hazard using the provided matrix. In assessing this level of risk, PRIME PARCEL will take into consideration any controls that are already in place to reduce the level of risk. Where the risk level exceeds L1, L2, or M3, PRIME PARCEL will identify and implement additional control measures in order to reduce the level of risk to an acceptable level.

High	M3	M6	M9
Medium	L2	M4	M6
Low	L1	L2	M3
	Low	Medium	High

Severity

Likelihood

RECORD THE FINDINGS

Employers with five or more staff are required to record in writing the main findings of the risk assessment. This record should include details of any hazards noted in the risk assessment, and action taken to reduce or eliminate risk. PRIME PARCEL commit to recording these findings, even when the number of employees does not exceed 5. These risk assessments will be stored by PRIME PARCEL (where will they be kept) and available to all employees and independent contractors PRIME PARCEL (how will they access them).

REVIEW THE RISK ASSESSMENT

Each ongoing control measure will be listed with a due date for completion. This will be reviewed regularly and marked as completed on the risk assessment once the action has been taken. In addition to reviewing these controls, the entire risk assessment will be reviewed at least once a year in order to ensure that agreed safe working practices continue to be applied and to take account of any new working practices.

[BeSMART.ie](https://www.be-smart.ie) is a free online tool that will guide you through the entire risk assessment process using simple language and easy-to-follow instructions. On completion, you will have a workplace-specific safety statement that can be printed, downloaded, and implemented.

See also – [Guide to Risk Assessments and Safety Statements](#)

3. PPE REQUIREMENTS

In order to provide services for PRIME PARCEL Delivery Associates will need the following mandatory PPE. High visibility jacket/vest, safety shoes and a working key chain. DA's will be subject to safety audits at least once fortnightly by an OSM. If you do not have the correct PPE, you will be asked to leave site without being allocated work.

HIGH VISIBILITY VEST

4. MEDICATION

Suppliers taking any form of medication (prescribed or over the counter) are responsible for:

- Asking their GP or pharmacist about the effects any medication may have on their ability to drive safely.
- Tell the Company if there is a risk of adverse effects which may compromise their safety, and/or the safety of others.

Suppliers may need to cease providing services until the nature and extent of any side effects have been established

5. MANUAL HANDLING

As couriers, our sole purpose is to handle packages on behalf of our clients. This includes collecting packages from the warehouse, loading the packages into the vehicles, unloading the packages at the end destination and carrying/delivering them to the end customer.

The Safety, Health and Welfare at Work, (General Applications) Regulations 2007, Chapter 4 of Part 2 in relation to manual handling were put into place as part of a raft of health and safety measures designed to protect workers. The type of manual handling activity that needs to be assessed is defined in Regulation 68 of the Safety, Health and Welfare at Work, (General Application) Regulations 2007:

“ Manual Handling involves any transporting or supporting of any load by one or more employees, and includes lifting, putting down, pushing, pulling, carrying or moving a load, **which by reason of its characteristics or unfavourable ergonomic conditions, involves risk**, particularly of back injury, to employees.”



How do I carry out a risk assessment of manual handling tasks?

Refer to the [Manual Handling Risk Assessment Video Series](#) for examples how to conduct a risk assessment of a manual handling task:

- **Stage 1:** This stage involves collecting information on how the task is performed and identifying the key stages in the task. This should be a team effort involving consultation with those that normally do the job. You (or the person carrying out the assessment) should have a thorough practical understanding of the type of manual handling tasks being carried out.
- **Stage 2:** Collect all technical details to include information on the load weight, load size, number of manual lifts, general information on postures observed and the work environment
- **Stage 3:** Identify the problems or risk factors. This should be completed by making reference to the Risk Factors detailed in the

Health and Safety Authority publications titled [Management of Manual Handling in the Workplace](#) or the [Guide to the Safety, Health and Welfare at Work \(General Application\) Regulations 2007: Chapter 4 of Part 2: Manual Handling](#).



- **Stage 4:** Identify what improvements you can put in place. Once you have identified the risk factors, it is necessary to investigate potential solutions. Examples of efforts that should be made include using mechanical aids, organising the work activity to reduce the need for travelling long distance or reducing the size of the load. Clearly document the rationale for deciding on the appropriate control measure, outlining why other control measures were not possible and how the suggested control measure will avoid or reduce the risk of injury. Employees should be consulted as part of this process and where a new work activity is introduced it needs to be assessed to ensure that it does not introduce new hazards.
- **Stage 5:** Review the effectiveness of the control measures: Effectiveness is the degree to which the control measures have avoided or reduced the risk of injury.



Good manual handling what you need to know

Manual Lifting and Handling.

It does not require a great deal of weight to cause back injuries through lifting and handling. There are eight points to good manual handling, these are:

1. Check load

Ensure you know what you are trying to lift and where it is to be carried to. What does it weigh? Is it an awkward shape? Will balance be a factor?

2. Personal limitations

Know the limit of your own ability due to age, strength, fitness or girth. If in doubt... get help.



3. Proper Grip

Make sure you have a good hand hold. Grip with the palms of the hands and the roots of the fingers. Never lift with the finger tips!

4. Stance

Face the direction of travel if lifting alone. Stand over the object. Feet shoulder width apart and one slightly in front of the other. Make sure your knees are bent.



5. Arms Close to Body

Keep the arms close to the body. This ensures that the legs and body take the weight instead of the hands and arms.

6. Chin In

Before lifting, raise the head slightly and tuck the chin in. This helps to keep the back straight.

7. Body Weight

Be aware of your body weight and how to use it to best advantage. Use your body as a counterweight to save muscular effort.



8. Co-ordinate effort

Where two or more people are involved in the lift make sure the handling is co-ordinated correctly.



6. FIRE SAFETY

If you see that a fire has broken out, please ensure that you report the matter immediately to a Fire Marshall (if nearby) or other colleague so that the alarm can be sounded. If you are close to a fire alarm button, you should operate it to warn others and then arrange for a Fire Marshall to call the Fire Brigade.

If the fire alarm is sounded, it will ring continuously and you should take the following steps:

- Calmly evacuate the building following the fire exit signs
- Do not stop to collect your personal belongings
- Report to the assembly point that was indicated during your site tour
- Answer your name when requested
- Do not re-enter the building until instructed to do so
- Do not smoke while you are outside

Fire Alarms are tested every week

Local signage informs you of the exact time(s)

FIRST AIDERS ARE ON SITE

The names of Fire Marshalls and First Aiders are available at reception

7. PET ENCOUNTERS

- Respond to a barking dog in a positive way. If you behave in a confident, friendly manner you will lessen any fear the dog may be experiencing
- Talk to the animal in a quiet but firm voice
- Be alert for a dog that stiffens up, snarls, shows teeth or raises hackles this dog may very well attack
- Keep calm and try to show no fear
- Keep the dog in your sight at all times, most dog bites occur when delivery drivers are leaving the premises
- If a dog is threatening, hold the parcel between you and it as you back away
- Do not stare at the animal
- Do not shout, make sudden movements or kick out
- Do not hurry away
- Never run past or away from a strange dog
- Do not rely on assurances from dog owners that a dog will not harm you
- Do not be over friendly towards a strange dog or try to pet it
- **ALWAYS use posting pegs to insert deliveries into door letterboxes. NEVER place your fingers through the letterbox.**



8. DAILY VAN CHECKS

For your own safety out on the road, it is important to check key parts of your vehicle every day.

WINDSCREEN

Check to make sure there are no cracks or chips of 10mm or more on the driver's side, or 40mm or more on the passengers side

WIPERS

Check that the wipers are present and not damaged

SIDE MIRRORS

Check that the side mirrors are not missing, loose, or cracked

BODY

Check that no panels are loose or in danger of falling off, all doors shut properly and there are no sharp edges. Number plates must be visible and not missing

LIGHTS

Check that no light covers are broken or missing

INDICATORS

Checks that they are working

TYRES

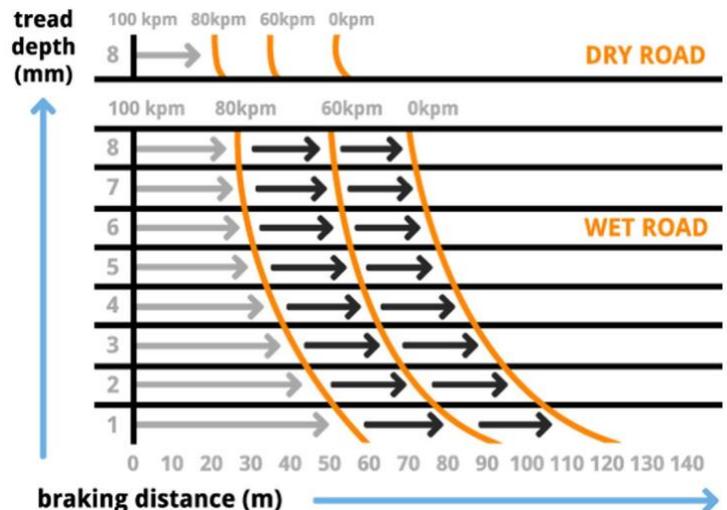
Check all 4 tyres, tread depth of more than 1.6mm, no gouges, bulges or cuts. Tyres not flat, and all wheel nuts present.

Tyres are important because they are the only contact between vehicles and the road. Tyres are a major source of accidents predominantly due to blowouts, tread separation, and any other issues that might occur as a result of poor maintenance.

Worn tyres with lower than the recommended tread depth, reduce a vehicle's capability to brake, potentially doubling stopping distances and increasing the likelihood of an incident, particularly in wet conditions when a layer of water may build up between the road surface and the tyre, causing the vehicle to aquaplane and become difficult to control

Tyres need constant attention, periodic checks and maintenance to ensure the vehicle has proper handling, better fuel economy, and extended tyre life.

- **Check your tyres with your steering wheel fully locked in each direction to get a better view of tread depth across the entire tyre.**
- **REMEMBER:** If the cord or ply is exposed on the tyre it MUST be changed.



9. YARD SAFETY

Loading usually takes place within a customer yard. To maintain safety the following rules must be followed:

- Adhere to the site speed limit. (usually 5mph/10mph)
- PPE must be worn in the yard at ALL TIMES
- Safety Shoes
- Level 3 Yellow Hi-Vis for drivers (Orange for OSM)
- Follow Yard Marshall signals when moving your vehicle
- Only smoke/vape in designated areas
- Always apply brakes to stationary staging carts in the yard
- Follow any site specific directional flow system
- When moving ensure vehicle hazard lights are on

YARD MARSHALL SIGNALS

While driving on our customer's sites, only trained Yard Marshalls should direct your movements. If, at any point, you cannot see a yard marshall you MUST STOP IMMEDIATELY.



START
(Attention; Start of Command)
Both arms are extended horizontally with the palms facing forwards



COME TOWARDS ME
Both Arms are bent with the palms facing upwards, and the forearms make slow movements towards the body



STOP
(End of movements)
Right arm points upwards with the palm forwards



RIGHT
The right arm is extended more or less horizontally with the palm facing downwards and slowly makes small movements to the right



LEFT
The right arm is extended more or less horizontally with the palm facing downwards and slowly makes small movements to the left



MOVE AWAY FROM ME
Both arms are bent with the palms facing downwards and the forearms make slow movements away from the body



DANGER
(Emergency stop)
Both arms point upwards with the palm facing forward